

Speak Up FAQs

[General Questions](#)

[What happens when I make a report to Speak Up?](#)

[Responses and Outcomes](#)

[Troubleshooting](#)

General Questions

1. **What is Speak Up?**

Speak Up is an independent hotline and case management system to confidentially report concerns about Oxfam GB. It is run by Navex Global, a third party company, for use by anyone connected to Oxfam GB's work: this includes people Oxfam GB works to support, staff and agency workers, contractors and consultants, volunteers, partners and supporters.

2. **Who can use Speak Up?**

Anyone connected to Oxfam GB's work can use Speak Up: this includes people Oxfam GB works to support, staff and agency workers, contractors and consultants, volunteers, partners and supporters.

3. **Why should I make a report to Speak Up?**

Speak Up offers you a safe and confidential way of reporting your concerns. When you report, it allows Oxfam GB to investigate and take appropriate action where there may be misconduct. This is especially important not just for you but for others who may also be affected. Remember, you can report anonymously if you so choose and all reports are confidential – meaning that only those who need to know the information you provide will have access to it.

4. **What sort of concerns can I report?**

You can report any concerns on sexual harassment, sexual exploitation or abuse; bullying and discrimination; health and safety; fraud and corruption or anything else that may not fall into these categories. Even if you're unsure, we encourage you to report your concerns.

5. **How can I contact Speak Up?**

You can contact Speak Up on the web or by telephone.

6. **Do you need to know my name?**

No, you can report anonymously, meaning that we will not ask for your name and your gender will not be referred to in your report. All other information you provide will be kept confidential and secure.

Whether you decide to report anonymously or leave your name, it helps if the specialist teams looking into your case at Oxfam GB are able to contact you after you've made your report to find out more details relevant to the investigation. If you feel able to leave your contact details then please do. If you prefer to make an anonymous report please do check the system on Speak Up every so often to see if we've asked for any further details regarding your case.

Please note that in a few countries reporting anonymously is against the law. An advisor will let you know if this is the case for you. Please be reassured that even if you leave your name we will respect your confidentiality and will not share your name or information to anyone other than whoever investigates your case.

7. **What sort of information do I need to provide?**

You can provide as much information as you feel comfortable with. It will of course depend on the nature of your concern but names, dates, times, places, witnesses and other documentation can all be relevant and valuable in the report and subsequent investigation.

- 8. How can I be sure that my concern will be treated confidentially?**
To ensure confidentiality (and anonymity where requested), Speak Up is run by an independent third party called Navex Global. They will take your call and a case will be created in the system. This case is then picked up by a specialist team within Oxfam GB who will manage the case on a need-to-know basis only and take action where appropriate.
- 9. I'm not sure that my suspicion is correct - should I wait until I'm sure and then contact Speak Up? What if I'm wrong?**
Please don't wait to make a report. Any suspicion of misconduct or other breach of Oxfam GB's Code of Conduct, values and other policies should be reported to Speak Up, and will be looked into discreetly. If the person you suspect is truly acting ethically, then there will be no evidence to find and the case will be closed. Your report will be kept confidential. It takes courage to Speak Up and all reports made in good faith are appreciated.
- 10. What if someone tries to retaliate against me because of my Speak Up report?**
We know it takes courage to Speak Up. We will do whatever we can to support and protect you and we won't permit anyone to retaliate against you for reporting your concerns. If someone tries to deter you from speaking up, this is a disciplinary offence and we will deal with it seriously at any level of the organisation.
- 11. How do I know that I'm not breaking any laws in my country by reporting a concern to Speak Up?**
When you phone Speak Up, or use the Speak Up website to make a report, you will be advised about any restrictions in your country.
- 12. I reported my concern to someone at Oxfam GB via Speak Up but feel nothing has been done. What can I do now?**
You can share your concern with Speak Up and we will review it. If you are concerned the person you spoke to originally will be further contacted, you can let us know not to contact that person. Additionally, if you are a staff member you can report your concern to your manager or contact the team dealing with the case directly to ask for an update.
- 13. I reported my concern to someone at Oxfam GB before Speak Up was available but feel nothing has been done. What can I do?**
You can report your concern through Speak Up and it will be investigated. Additionally, if you are a staff member you can report your concern to your manager or contact the team dealing with the case directly to ask for an update.

What happens when I make a report to Speak Up?

- 14. What happens when I phone Speak Up?**
Speak Up is run by an independent third party called Navex Global, so you can be confident that your report remains confidential. When you phone Speak Up, you will first be asked to identify what country you are reporting from. A translator will be brought onto the call if you need one. You will also be given any advice on local restrictions for using Speak Up, which you will need to adhere to when making your report. You'll then be able to give the telephone operator the details of your concern.
- 15. What happens when I make a report online using Speak Up?**
When you use the web form on the Speak Up website, you will first be asked to identify what country you are reporting from. You will then be given any advice on local restrictions for using Speak Up, which you will need to adhere to when making your report. You'll then be able to fill in a simple web form giving details of your concern.
- 16. What happens after I make a report?**
After you report you will be assigned a unique code called a 'report key'. Keep your report key and password in a safe place. Your case will be sent to the relevant team within Oxfam GB to investigate and take appropriate action. You may use your report key and password to follow

up on your report through Navex Global. If you choose to remain anonymous, you will need to check back in to see if the team investigating your concern have asked for further questions. Your report always stays confidential.

17. Why do I need to call back or follow up online?

We may need more information in order to fully look into your concern. If you have left your contact details, then you may be contacted directly and discreetly to discuss further. If you chose to remain anonymous when making a report, you will need to check back in to see if the team investigating your concern have asked for further questions. Your report always stays confidential.

18. It seems to be taking a long time for anything to happen – why might this be?

All reports are looked into thoroughly and with the utmost care. Some investigations take longer than others. The specialist team considering your concern strive to investigate fully before updating the system. Depending on whether it was possible to find sufficient evidence, certain actions may be implemented.

19. What happens when the investigation is complete?

When the investigation is complete, the Speak Up advisor will add a final response to your case on the system. You will be able to view the updates by using your 'report key' to log back onto the system.

Responses and Outcomes

20. Will I be informed of the outcome of the investigation after I report my concern to Speak Up?

When the investigation is complete, the Speak Up advisor will add a final response to your case on the system. You will be able to view the updates by using your 'report key' to log back onto the system.

21. If I report anonymously, how can I find out what happens to my report?

When you make a report using Speak Up, either using the phone service or the web form online, you will be given a unique code called a 'report key' and asked to enter a password. Please take a note of these details as you will need these to phone back or revisit the website online to review any responses. If you can, please do check back occasionally either by phone or on the web as you may be asked for further details to help with the investigation of your report.

22. If I leave my name and contact details, do I need to check back on the system for a response, or will someone contact me directly?

In general, you will be contacted directly. However, you will be given a unique code called a 'report key' and asked to enter a password when you are submitting your report. With these, you can phone Speak Up or log back onto the system and check for responses. This is worth doing if you don't hear from anyone, as your contact details could be incorrect, or we may have trouble reaching you discreetly.

23. What might prevent my report from being thoroughly looked into?

The most common reason why a Speak Up concern cannot be looked into thoroughly is lack of information. It's helpful if you can submit as much relevant information as you feel comfortable with. It will of course depend on the nature of your concern, but names, dates, times, places, witnesses and other documentation can all be relevant and valuable in the report and subsequent investigation.

Troubleshooting

24. I tried to phone the Speak Up telephone number and it doesn't work - what should I do?

You can check the phone number for your country on the Speak Up website. Or you can use the form online to make your report. Please do include in your report any details of access problems that you've had.

25. I want to report anonymously, but when I contacted Speak Up, I was informed that it's against local law for me make an *anonymous* report. I'd like to report my concern, but don't want to leave my name. What can I do?

There are a few countries where anonymous reporting is against the law. We would like to reassure you that even if you need to leave your name we will respect your confidentiality and will not divulge your name to anyone other than whoever investigates your case.