

FAQs for Navex Global

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. 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.

3. How do I report a concern?

You can call the Speak Up hotline or fill out the report form online. Select 'Report a Concern' and choose the appropriate country in the dropdown box. You will then be shown a phone number to call or can continue to the report form online.

4. What happens after I 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 review and take appropriate action. After 5-6 business days, use your report key and password to follow up on your report through Navex Global. Throughout this process, you will remain anonymous if you so choose.

5. Is Speak Up connected to Oxfam GB?

Speak Up is confidential and run by Navex Global, an independent third party company. They will take your call and a case will be created in the system, anonymously if you prefer. This case is then picked up by the relevant team within Oxfam GB who will manage the case, look into it and take action where appropriate. Throughout this process, you will remain anonymous if you so choose and can follow up on your report through Navex Global.

6. Can I report anonymously?

Yes. When calling the Speak Up hotline or reporting online you can choose to remain anonymous. Navex Global will not know your phone number if you call, and if you report anonymously, you will not be asked for your name and your gender will not be included in the report. All reports are confidential.