



Hotline Policy

Introduction

The Central Utah Water Conservancy District Hotline provides an avenue for citizens, including public employees and contractors, to report improper governmental activities including:

- Waste or misuse of public funds, property, or manpower
- Violations of a law, rule, or regulation applicable to the government
- Gross mismanagement
- Abuse of authority
- Unethical conduct

Filing a Complaint

Complaints should be submitted by email to: hotline@cuwcd.com, or by mail to: Attention – Hotline Review Team, 1426 E 750 N STE 400, Orem, Utah 84907. Complainants should submit any evidence that supports the complaint, such as documents and witness names, as well as specifics on “who, what, where, and when,” to the extent available. However, complainants should not conduct their own investigation but should simply provide their observations and any information that is available to them.

Entity Processing of a Hotline Complaint

The District’s hotline review team is comprised of the Assistant to the General Manager, Controller, and Human Resource Manager. After receipt of the complaint, the District’s review team will promptly review the allegation(s) and any evidence provided by the complainant. The review team will then determine if further investigation or other action is necessary. Further action may include reporting the matter to the District’s management team and board of trustees.

Whistleblower Protection

Utah Code § 67-21-3 prohibits public employers from taking adverse action against their employees for reporting government waste or violations of law in good faith, to the appropriate authorities. A public entity employee, public body employee, legislative employee, or judicial employee, is presumed to have communicated in good faith if they have given written notice or otherwise formally communicated the conduct to the entity (see *Utah Code* § [67-21-3\(1\)\(b\)\(iv\)\(A\)](#) for more information).

Confidentiality

The identity of the complainant is considered protected information under the Utah Government Records Access and Management Act (GRAMA) and will be kept confidential if requested by the complainant. (See *Utah Code* Section [67-3-1\(15\)](#)). The identity of a complainant who is a District employee will be kept confidential to the maximum extent possible, consistent with the need for an adequate and fair investigation.

Complaints may be submitted anonymously to the Hotline. However, it is preferable that the complainant provide their name and contact information to allow for follow-up questions and reporting the results back to the complainant. Whistleblower protections do not apply to anonymous complaints.

If you have questions about the policy, please contact a member of the hotline review team.