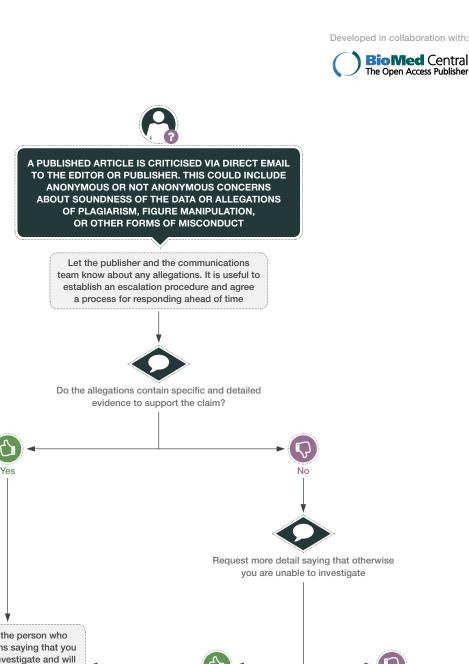


Notes

- The tone of the allegations may be aggressive or personal. Respond politely; don't get drawn into personal exchanges.
- Sometimes the whistleblower may prefer to remain anonymous. It is important not to try to 'out' people who wish to be anonymous.



When more detail is

provided, investigate

Respond to the person who raised concerns saying that you are going to investigate and will let them know the outcome but will not necessarily be in contact regularly before then

Investigate according to the appropriate COPE Flowchart or guidance, and also follow own publisher's guidance

IF THERE IS AN OUTCOME TO YOUR INVESTIGATION, SUCH AS A CORRECTION OR RETRACTION, INFORM THE PERSON WHO ORIGINALLY RAISED THE CONCERN

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No more

details provided

IF THEY PERSIST WITH VAGUE CLAIMS, POLITELY SAY YOU CANNOT PURSUE

THIS FURTHER