Using the Syntrio Anonymous Reporting System

The Board of Lucas County Commissioners has contracted with Syntrio for a third-party, confidential, and anonymous system for reporting incidents of harassment, discrimination, retaliations, and other improper conduct. Realizing that reporting these incidents may be difficult, the Board of Lucas County Commissioners is providing this system to allow confidential reporting of suspected violations.

When reports are filed through the Syntrio system, they are collected, reviewed, and, when appropriate, assigned to Lucas County Human Resources by Syntrio . Communication flows through Syntrio as a filter between the employee and the County as a way to protect the identity of the person filing the report.

Reports may be filed by telephone using a toll-free number, by fax, by email, and through an online portal.

Accessing the Online Portal

1. Go to the website at: https://report.syntrio.com/lucascounty
2. Select **Report an Incident**.
3. Answer all relevant questions. Not all questions are required but the more information provided, the more effective the report will be.
4. Provide as much detail as possible without embellishing the report or including information that cannot be proven.
5. If you wish to remain anonymous, be sure not to provide information that may disclose your identity.
6. If you are willing to assist further in the investigation, provide an email address where you can be contacted. All communications will flow through Syntrio and your identity will be kept as confidential as allowed by law.
7. If you agree to waive your anonymity, provide your contact information. *It is not a requirement to waive your anonymity.*
8. Create a Personal Identification Number (PIN) to use when accessing the reporting system for updates or communicating anonymously regarding your report.
9. Save your PIN and the report number that is created for future reference and to access communications or updates.
10. Upload any supporting documents you might have that are relevant to your report. This might include copies of email messages, written notes, memos, screenshots, or other items that help illustrate the incident you are reporting.
11. Enter the Verify Code provided and click **Submit** to finish.

Access Your Submitted Report

1. Return to the reporting page and, under the **Already Made A Report?** icon, select "Already have a PIN."

2. Enter your Case Number and PIN then select Login.
3. Choose the **Request a status update from the company** for a report you previously submitted option.
4. Provide the information requested and click **Submit** to receive your update.

Add to an Existing Report

1. After logging in, instead of requesting a status update, select **Add additional information to a report you previously submitted**.
2. Answer the series of questions and enter any additional details you might want to add to the report.
3. If you have additional documents to submit, select Yes in response to the question and upload the files after submitting your updated report.
4. Enter the Verify Code provided and select Submit.

Ways to Submit a Report

- Website: https://report.syntrio.com/lucascounty
- Email: report@syntrio.com – include "lucascounty" in the subject line of the report
- Phone: Toll-Free 833-782-8973 (English) or 800-216-1288 (Spanish)
- Fax: 215-689-3885 – include "lucascounty" on the fax cover page
- Mobile App for iPhone and Android

App for iPhone   App for Android

A Service Provided by Syntrio | Confidentiality Commitment

Syntrio is an independent provider that assists in identifying improper activity. We are committed to protecting the identity of all persons who use our secure reporting system. Reports are submitted by Syntrio to the Department of Human Resource, and may or may not be investigated at the sole discretion of the Department. Although we will not disclose your identity without your express permission, it is possible that your identity may be discovered during an investigation of the matter reported because of information you have provided.