

# FairVoice

## Access & Privacy - FAQ



### 1 Will my company's grievances be visible to other FairVoice users?

Answer: No, the grievances reported in relation to your company or suppliers are not visible to other companies.

### 2 Does the Indo-German Chamber of Commerce or Alliance for Integrity have access to my company's complaint information?

Answer: No, the Indo-German Chamber of Commerce and Alliance for Integrity do not have access to the complaint information of participating companies. Only third-party case managers have access to this information which they require to assess, investigate, and provide reports to your company.

### 3 How will FairVoice ensure the confidentiality of our company's information?

Answer: FairVoice limits access to information based on the predetermined roles of the Case Managers. Information regarding the complaints or any other information relating to the complaints will not be shared with any other party.

### 4 How will FairVoice ensure Data Security of our company's information?

FairVoice is a GDPR-compliant platform that uses encryption to protect your company's data.

### 5 How can companies access the platform?

Companies can designate up to 2 people within their organisation who will be onboarded and given access to the FairVoice platform. Their access privileges allow designed company representatives to view the Dashboard containing an overview of cases found in the supply chain.

# FairVoice

## FAQ - Reporting



### 1 Which reporting channels would be available to individuals who wish to report a concern on FairVoice?

Answer: Individuals can report a concern using any of the three reporting channels:

- Write to us at [info@fairvoice.in](mailto:info@fairvoice.in)
- Call us at the FairVoice Hotline number
- Register it online on [www.fairvoice.in](http://www.fairvoice.in)

### 2 What types of concerns can users report through FairVoice?

Answer: Users can report any concerns related to unethical behaviour, fraud, corruption, safety violations, discrimination, harassment, environmental violations or any other misconduct that violates the organisation's policies or the law. FairVoice will not address complaints of sexual harassment or those involving top management.

### 3 Does FairVoice allow users to submit a complaint anonymously?

Answer: Yes, users can submit anonymous complaints using any of the three FairVoice reporting channels. The platform is designed to protect the anonymity of complainants who choose to remain anonymous. The platform assigns a unique complaint code to all complaints which can be used to track and manage them within the system.

### 4 Who will investigate the complaint? How long will it take for the complaint to be addressed?

Answer: Complaints will be handled by independent third-party investigators. The time required to investigate and resolve a concern will vary depending on its severity:

Priority	Severity	Preliminary Evaluation	Completion of preliminary investigation
Priority 1	High	EY case managers will perform preliminary evaluation within three working days of receipt of complaint.	5-7 days from the date of receipt of complaint
Priority 2	Medium		7-10 working days from the date of receipt of complaint
Priority 3	Low		10-15 working days from the date of receipt of complaint

### 5 How can users receive updates on the progress of their case?

Answer: Users can access [www.fairvoice.in](http://www.fairvoice.in) and check the status of their complaints. Go to "COMPLAINT STATUS", input the complaint code provided to you at the time of registering your complaint under, "Enter your code here" and click on "View status". Users can converse with case managers, check the status of their complaint and attach additional documents/evidence anonymously. Each complaint has a unique identifier i.e., a complaint code which can be used by the complainant to track the progress of their case.

## 6 How will incoming complaints be addressed by case managers?

Answer: A standard operating procedure (“SOP”) has been developed for addressing incoming complaints. The SOP outlines a systematic approach to ensure that complaints are handled efficiently and effectively. It serves as a guide that outlines the steps, responsibilities, and best practices for case managers when handling complaints received on FairVoice.

## 7 How will FairVoice prioritize complaints that are more severe/urgent over complaints with low severity/risk

Answer: The SOP outlines steps to categorize complaints basis nature, severity and priority. Case managers will assign each complaint a level of priority basis the outlined criteria. An indicative list of criteria is mentioned below:

- Severity Assessment - Financial impact, safety concerns, legal implications, and potential harm to the complainant will be assessed
- Priority Classification - Imminent complaints wherein immediate action is required to prevent further harm, will be addressed on priority

## 8 Does FairVoice allow users to submit a complaint in Hindi?

Answer: Yes, **FairVoice Hotline** operators have language capabilities in **English, Hindi and Tamil**. Users can also submit complaints by visiting [www.fairvoice.in](http://www.fairvoice.in) and clicking on “REGISTER A NEW COMPLAINT” or sending an email to [info@fairvoice.in](mailto:info@fairvoice.in). Please refer to the **FairVoice User Guides** for more information.

## 9 How does FairVoice ensure confidentiality is maintained throughout the process?

Answer: Strict user access controls are in place to limit access to authorized individuals directly involved in the investigation, preventing unauthorized viewing or copying of information. Users will have the option to report anonymously through our secure and confidential channels. Identity of the complainant, witnesses and reported party will be kept confidential throughout, unless explicit consent is given or required.

## 10 Is an internet connection required to submit complaints through FairVoice?

Answer: An internet connection is only required in case the complainant wishes to submit complaints through the webpage: [www.fairvoice.in](http://www.fairvoice.in) or by sending an email to [info@fairvoice.in](mailto:info@fairvoice.in). The platform also offers a toll-free hotline number which can be used in an offline environment.

## 11 Is FairVoice Hotline available 24x7?

Answer: **FairVoice Hotline operators** will be available from **9 am to 9 pm, Monday through Friday**. In case users want to submit a complaint outside office hours or on weekends, they can call the hotline and record a message stating the details of their complaint. FairVoice hotline operators will respond to users on the next business day and register their complaint.

Answer: If you experience technical issues while using our platform, please follow these steps:

- Refresh the Page: Sometimes, a simple page refresh can resolve minor issues.
- Check Your Internet Connection: Ensure you have a stable internet connection, as connectivity problems can affect platform performance.
- Clear Browser Cache: Clearing your browser's cache and cookies can help resolve display or loading issues.
- Try a Different Browser: If the problem persists, try accessing the platform using a different web browser.

Periodically, we may need to perform system maintenance to improve the platform's performance and security. During these scheduled maintenance windows, the platform may be temporarily unavailable. While we strive for uninterrupted service, unexpected technical issues can occur. In the event of planned/unplanned downtime, our technical team works diligently to restore service as quickly as possible.