

FairVoice

Guidance Document for Users



Reporting complaints is a vital part of our commitment to maintaining a safe, inclusive, and ethical environment. This guidance document aims to provide users with clear instructions on how to report complaints through FairVoice. By following these guidelines, you can ensure that your complaint is received and addressed promptly and appropriately.

How to Report

Complaints can be reported through any of the following intake channels:

 1800-1212268

 www.fairvoice.in

 info@fairvoice.in

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Registering a complaint through the FairVoice Hotline:

- Call the designated hotline number provided. You can also access www.fairvoice.in and obtain the hotline number under “**OTHER CHANNELS**” at the bottom of the page
- Clearly state your **name, contact information, company name** and provide a detailed description of your complaint. You can choose to remain **anonymous**.
- Include **specific details** about the incident, such as **dates, times, locations**, and if known, the individuals involved.
- The operator will ask a few **follow-up questions**, please remain calm and provide accurate information to assist the operator in documenting essential details related to your complaint.
- The operator will confirm and **summarize the details** of the complaint.
- A **dedicated case manager** will be assigned to handle your complaint and a **unique complaint code** will be provided to you
- This will allow you to **track the progress** of your case and communicate with the case manager.





- Visit www.fairvoice.in and click on **“REGISTER A NEW COMPLAINT”**. Complete all the required fields in the complaint form, ensuring the accuracy and completeness of your information.
- Please note that while the fields are not mandatory, providing more information related to your complaint will make it easier for case managers to effectively investigate the concern.
- The following section provides guidance on how to effectively input information into the webform for registering your complaint:

“Select the Category of Issue” - Choose the most relevant option from the drop-down menu based on the nature of your complaint.

1. **Name of the Company**
2. Identify the people involved in the issue or concern. Use the button to add the data of a new person involved.
 - Name:**
 - Last name:**
 - Relationship with the company**
3. Indicate **where the issue or concern took place**
4. Indicate the **date or period** in which the issue or concern occurred
5. Please provide **details of the complaint** - describe the **issue, people involved, chronology of events**
6. Do you have **physical or digital evidence** that can assist in the investigation of this issue or concern?
 - It is not possible for me to provide evidence of any kind
 - I have no evidence, but I could obtain it and provide it later
 - I have physical and/or digital evidence that I would like to deliver
7. Where and how could we **obtain evidence** of the issue or concern? (location, documents, people)
8. Additional Questions
 - How did you find out about this incident?
 - Are individuals **outside the company** involved?
 - Do you think the issue is being **hidden or dismissed** in any way?
 - Have you reported this issue previously to the Company? Is the management aware of this issue?
 - What is the relationship between the people mentioned in your complaint?
 - Have the people involved received any **monetary benefits or favourable treatment**? Please elaborate
 - Are there any **witnesses** who could provide other **details or evidence** related to the issue?
9. What is your relationship with the Company:
 - Employee**
 - Supplier**
 - Employee of supplier**
10. Do you want to keep your identity **anonymous**? (Yes/No)
11. Would you like to provide an **email account or phone number** to keep in touch? (Yes/No)

- Please review the information input into the form and click on **“Send”**. Please wait until you receive the confirmation message and a **unique complaint code**.
- A **dedicated case manager** will be assigned to handle your complaint and the complaint code can be used to **track the progress** of your case and communicate with the case manager.



- Compose an e-mail addressed to the designated complaint handling e-mail address: **info@fairvoice.in**
- In the subject line, please use the following format: **FairVoice | Complaint | [Nature/Category of Complaint]**.
- Clearly state **your name, contact information, company name** and provide a **detailed description** of your complaint. You can choose to remain **anonymous**
- Include specific details about the incident, such **as dates, times, locations**, and if known, the **individuals involved**.
- It is mandatory to provide your **company's name**.
- If possible, please attach any **supporting documents or evidence** that can substantiate your complaint.
- At the end of the email, include your **contact information** for follow-up. If you wish to remain anonymous, you may omit this step.
- Once the email is complete, please send it and remember to save a copy for your records.
- A **dedicated case manager** will be assigned to handle your complaint, and you will receive a **unique complaint code** via email to track the progress of your case and communicate with the case manager

Tracking your Complaint

1. You can access the **www.fairvoice.in** to track the progress of your complaint and communicate with your case manager.
2. Go to “**COMPLAINT STATUS**”, input the complaint code provided to you under the textbox stating, “**Enter your code here**” and click on “**View status**”.
3. To communicate with the case manager, simply write the contents of your message in the box below the statement which states, “**If you have additional information to related to your complaint, please mention the details in the textbox below.**”
4. You will also have the option to attach additional documents or evidence supporting your complaint. Simply, click on “**Browse**” and attach the relevant files from your laptop.
5. Click on “**send**” when you are happy with your message and/or have attached the documents. You will receive a confirmation message once done.
6. You will also be able to view any new messages from the case manager on this page
7. You can access your communication trail with the case manager at any time by accessing the webpage link and entering your unique complaint code.

General Tips for Reporting Complaints through FairVoice



Be clear and concise: Clearly describe the incident or issue, providing specific details to help case managers understand the situation.



Include relevant information: Provide names, dates, times, locations, and any other pertinent details that can aid in the investigation.



Be accurate and truthful: Provide factual information to the best of your knowledge and avoid speculation or assumptions.



Include supporting evidence: If you have any supporting documentation, such as emails, photographs, or records, attach or reference them in your report.



Request confidentiality, if needed: If you wish to remain anonymous and keep your identity confidential, clearly indicate this in your complaint.



Keep a record: Make a note of the date, time, and details of your complaint submission, as well as the reference numbers or acknowledgments you receive.

We take all complaints seriously and will handle them with utmost confidentiality and impartiality. Your cooperation in providing accurate and detailed information is essential for effective investigation and resolution. Thank you for your commitment to maintaining a safe and ethical environment.