



clubhouse

India Reporting:
User Grievances

February 2023

About Clubhouse

Clubhouse is like an always-on dinner party where you can hang out with friends, meet new ones and talk about anything.

When you're on Clubhouse, it's not about posting content, but joining a community of friends-of-friends who come together to meet, talk, and share ideas. We built Clubhouse for people who value rich friendships and conversation, care about experiences, memories and being in the moment.

User Safety on Clubhouse

While we continue to grow, we think of user safety in two critical ways. First, we provide club owners, room creators, and moderators with tools to host the conversations they want to have on Clubhouse. Second, we have a set of [Community Guidelines](#) detailing the types of content and behavior we will not tolerate. For example, our Guidelines prohibit hate speech, violence, and behavior that harasses, threatens, or dehumanizes people. Additionally, we do not tolerate content that promotes terrorism or disseminates or normalizes child sexual exploitation.

We work to continually update our Community Guidelines to take into account real-world events, new patterns of abuse, and appropriate context and complexities of the various markets where Clubhouse users are based.

User Safety on Clubhouse

When it comes to enforcing our Guidelines, our teams work 24/7 in dozens of different languages to keep the Clubhouse community safe. Anyone can report a user or a room topic to us for our teams to review, and we also use some automated detection tools to flag content that may violate our Guidelines.

When we find content that runs afoul of our policies, we may either remove the offending content or, if the violation is egregious enough, temporarily or even indefinitely suspend users from our platform. No matter the severity of the enforcement action taken, we take user communication seriously and notify users when they are suspended and for which policy they violated. Users also have the opportunity to appeal account suspensions.

Community Guidelines Enforcement

Trust & Safety refers to all of the guidelines, employees, and tools that help keep people safe on Clubhouse. Our Trust & Safety team takes enforcement actions when we receive and investigate an incident and confirms a violation of the [Community Guidelines](#) that help keep the Clubhouse platform safe.

Trust & Safety incidents should generally always be [reported](#) through the app. We recommend always reporting through the app, even if you provide a report to us by email additionally. Reporting in-app provides our team with critical information in order to investigate.

In order to maintain user safety and privacy, we cannot reveal information about the outcome of specific reports. Enforcement actions we may take range from warnings to indefinite suspensions. Suspensions vary in length based on the policy category and severity of the violation.

We recommend reviewing the [Community Guidelines](#) for more details about how we curate a safe space for our users.

Grievance Reporting and Data

In compliance with Rule 4(1)(d) of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, Clubhouse publishes a monthly compliance report about complaints from users made through our India grievance process. We detail the actions we've taken and information related to our automated monitoring efforts. We will be publishing this report monthly and will make improvements over time, based on feedback received from the government and users.

When content is reported through our [grievance reporting channel](#), we review to examine whether there are violations of our [Terms of Service](#) or [Community Guidelines](#). During the latest reporting month, the volume of reports received and actioned per content area is delineated on the next page. Not included in the enforcement breakdown are seven (7) customer support inquiries that were also submitted through the grievance reporting process.

Grievance Reporting and Data

	Number of Reports	Number Actioned
Abuse/Harassment	11	3
Child Sexual Exploitation	0	0
Hate Speech	0	0
Illegal Activities	0	0
Impersonation	0	0
IP-related Violation	0	0
Misinformation and Platform Misuse	1	0
Suicide or Self-Injury	0	0
Terrorism and Violent Extremism	1	0
Sensitive Adult Content	3	1
Personal Privacy	2	2
Other	0	0

Account Suspension Appeals

Our reporting process also allows submissions for requests to re-examine accounts that have previously been suspended under our policies. For the month of February 2023:

Number of Requests	Number Overturned
14	1

Content whose suspension status remains unchanged can be seen as decisions Clubhouse decided to uphold after additional review.

Additional Resources

For more information about our policies, safety efforts, and available safety tools on Clubhouse, we recommend reviewing the following pages:

- [Community Guidelines](#)
- [How to Report an Incident](#)
- [Trust & Safety Center](#)
- [Terms of Service](#)
- [Privacy Policy](#)



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