



India Reporting: User Grievances

September 2021



About Clubhouse

Clubhouse is a new social network based on voice — by harnessing the power of voice, users all over the world can speak with, or learn from, the Clubhouse community. We believe rich dialogue with others fosters deeper bonds with the world around us. The intonation, inflection, and emotion conveyed through voice allows you to pick up on nuance and form uniquely human connections with others.



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.

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.



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. 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 eight (8) customer support inquiries that were also submitted through the grievance reporting process.



Enforcement by Policy Category

	Number of Reports	Number Actioned
Abuse/Harassment	6	4
Child Sexual Exploitation	0	0
Hate Speech	0	0
Illegal Activities	0	0
Impersonation	1	0
IP-related Infringement	0	0
Misinformation and Platform Misuse	1	0
Suicide or Self-Injury	0	0
Terrorism and Violent Extremism	1	0
Sensitive Adult Content	2	1
Personal Privacy	1	0
Other	0	0



Account Suspension Appeals

Our reporting process also allows submissions for requests to re-examine accounts that had previously been suspended under our policies. For the month of September 2021:

Number of Requests	Number Overturned
12	5

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



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