

GrieVoice

Multilingual grievance intake.

When language is a barrier, grievances go unheard.



The problem

The gap starts with language

Silence, not satisfaction

Across multilingual project environments in Sub-Saharan Africa, Southeast Asia, and the Pacific, a large share of affected community members cannot engage in English.

Issues go unreported, escalate quietly, or surface too late — not from lack of grievance, but from intake channels not built for them.

A documented compliance gap

This is not hypothetical. IFC Performance Standard 1 and Equator Principles commitments rely on accessible grievance channels — yet language access is rarely operationalised on the ground.

The accountability gap is structural, and it sits at the point of intake.



An aerial photograph of a mining operation in a rugged, mountainous landscape. A winding road leads from the foreground into a valley where a large, circular crater or pit is visible. The terrain is dark and rocky, with some patches of green vegetation. The sky is overcast and hazy, creating a somber atmosphere.

Silence is not compliance

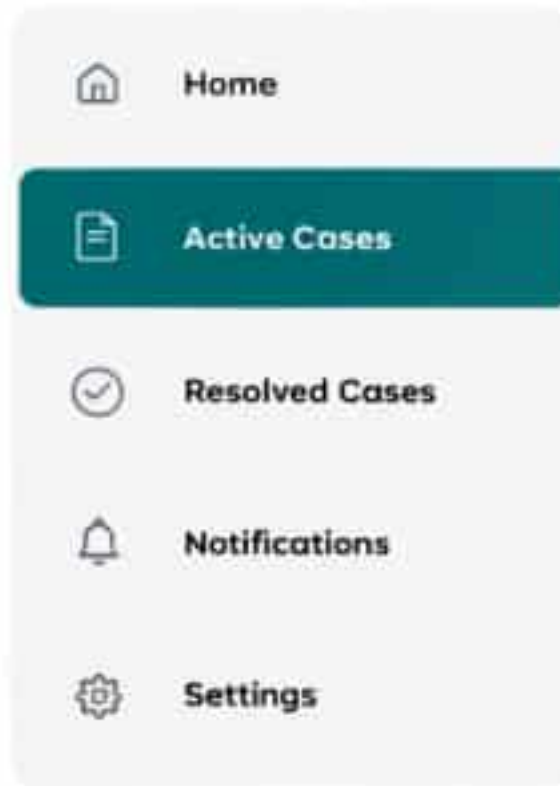
Every unreported grievance is a compliance gap, a reputational exposure, and a trust deficit with the communities that determine your social licence to operate.



Introducing GrieVoice

Voice and messaging grievance intake — multilingual, structured, and intermediary-free.

GrieVoice



Search by Name or Case ID

Active Case Log

All currently open cases

Case ID	Language
#GV-2024-1076	Swahili
#GV-2024-1087	English
#GV-2024-1054	French
#GV-2024-1042	English

Showing 1 – 10 of 54 total entries

How it works

01 Caller connects

Caller reaches Grievoice by phone or messaging in their preferred language.

02 Culturally framed intake

Grievoice opens with culturally appropriate framing and reassurance to build trust.

03 Listen and capture

The system listens, asks clarifying questions, and logs key fields: location, issue type, parties involved, and desired outcome.

04 Summary routed

A structured case summary is generated and routed directly to the designated GRM team.

05 Record retained

The transcript is stored per agreed anonymity and retention settings.

Language support

Built for breadth, not just polish

English

Strongest baseline — closest to pilot-ready and the reference point for all other language tuning.

Afrikaans

Credibly usable and demonstrably functional for labor grievance intake today.

Additional languages

Setswana and others are functionally testable at intake level, with refinement ongoing.

The threshold that matters: can the caller be understood, respond in their own language, and have their issue captured accurately enough to act on? Additional languages can be scoped into the pilot based on your deployment context.

Built to flex with your process

Escalation routing

Define routes, recipient roles, and escalation triggers to match your GRM structure.

Issue categories

Customise issue types and map them to your site or location structure.

Anonymity options

Set anonymity and contact preferences to build trust with grievance submitters.

Retention rules

Configure transcript and recording retention to meet your compliance requirements.

Workflow scope

Pilot labor, community, or a defined category — or run all three independently.

Reporting output

Choose transcripts, summaries, structured fields, or a combination as your output format.

Pilot scope and structure

Phase 1

Setup and configuration

- Workflow design and deployment
- Prompt configuration and language setup
- Launch preparation and team briefing

Phase 2

Live pilot operation

- Live monitoring and call support
- Weekly transcript review and refinement
- Issue capture accuracy tracking by language
- Caller comprehension and drop-off measurement

Phase 3

Findings and next steps

- Language-specific refinement priorities
- Categorisation quality assessment
- Evidence base for broader rollout decisions

Investment

Setup

One-time fee

Paid once at launch

- Workflow design and configuration
- Deployment and technical setup
- Prompt configuration and testing
- Launch preparation and onboarding

Monthly

Platform and support fee

Recurring during pilot

- Hosting and infrastructure monitoring
- Ongoing support and troubleshooting
- Prompt refinement as needed
- Pilot review and reporting

Usage

Volume band

Scoped to your pilot

- Agreed monthly intake volume
- Overage handled separately if needed
- Priced per pilot parameters
- Request a tailored proposal

What this is, and what it is not

GrieVoice is a working, pilot-oriented multilingual grievance intake prototype. It has demonstrated meaningful feasibility across multiple languages.

It is not yet a production-ready deployment with fully polished multilingual output. That is not a weakness. It is the honest starting point for a pilot designed to close that gap through real use.

For practitioners who have spent years watching GRMs fail at the language layer, this is the more useful conversation to have.

A pilot built on honest foundations is more likely to produce findings that hold up in the field — and trust that carries into deployment.

Call to action

Let's scope your pilot

Ready to hear your communities in their own language?



Contact

Get in touch to scope a pilot
pilots@grievoice.com

Location

Remote-first team
Working globally

Online

grievoice.com
[@grievoice](https://twitter.com/grievoice)