

## Frequent questions

### **What is Habitat Guatemala's complaint platform?**

It is a complaints management system, where employees or any stakeholder can submit an ethical complaint. The information handled through this system is treated with complete confidentiality in order to protect the complainant.

### **Who can use the complaint platform?**

Any person or group that has a relationship with the organization.

### **Can the complaint be anonymous?**

Yes. The platform allows individuals the option to withhold personal data; however, in certain cases, this may interfere with the progress of the investigation. Therefore, individuals are encouraged to provide their information with the assurance that it will be treated with complete confidentiality from its delivery until the conclusion of any investigation.

### **Can I make my complaint verbally?**

Yes. There is a "call center" through which you can report any situation with the assistance of a specialized agent. If you wish to report it directly to one of the individuals responsible for the ethics channel, the case will be logged onto the platform in the same manner, and you will be able to track its progress from there.

### **Can I know the progress and resolution of my complaint?**

Yes. When filing a complaint, the system will generate a case number and will request you to set a password, which you can use later on this page to check the progress status. If the complaint was made via phone or email, the individuals handling the reception will request the password and provide you with the generated case number.