

Reporting a Concern and Confidentiality

AAI recognizes that reporting a concern, complaint or suspicion of misconduct can be emotionally difficult, socially risky, even dangerous, especially for individuals in subordinate positions, junior staff, community volunteers, village resource persons, women, youth, ethnic minorities, or anyone facing unequal power dynamics.

In many contexts where AAI works, reporting wrongdoing can have serious consequences not only for the individual, but also for their family, standing in the community, employment security, and personal safety.

AAI takes these realities seriously. We are committed to creating safe, confidential and non-retaliatory pathways for anyone to report concerns, including safeguarding issues, misconduct, corruption, environmental harm, PSHEA, or Code of Conduct violations.

1. AAI guarantees confidentiality and protection

AAI will ensure that:

- reports are handled with strict confidentiality, accessible only to designated senior staff, and not shared with partner or local employees.
- the identity of the person reporting will not be shared without explicit consent
- no action will be taken that could reveal who reported
- retaliation, intimidation or pressure of any kind is strictly prohibited
- individuals who raise concerns will be protected, supported and treated with respect
- reports may be made anonymously, if necessary, but must contain some form of evidence or verifiable information

AAI encourages early reporting, but never demands details beyond what the individual feels safe or comfortable to share.

No supervisor, field staff member or project manager may intercept, respond to, or block a report.

2. Who handles reports inside AAI?

To ensure fairness, confidentiality and accountability, AAI designates three roles to receive and manage reports:

- 1) AAI Chairperson: Overall oversight, decision-making and integrity of the process.

- 2) AAI Deputy Chairperson: Co-reviewer; ensures no single person handles a case alone.
- 3) AAI Internal Auditor: Receives automatic copies of all reports; ensures transparency, documentation and safeguarding standards.

These three individuals form AAI's Confidential Review Group (CRG).

Reports should be sent to: confidential@africa-asia.dk

3. How AAI handles reports (step-by-step)

Step 1 Acknowledgement: AAI confirms receipt within 48 hours

Step 2 Confidential review: The CRG conducts a private initial assessment.

Step 3 Risk and safety review: Immediate safety risks (e.g., retaliation, violence, job loss) are assessed and mitigated.

Step 4 Investigation: A fair, impartial and confidential investigation is conducted. External investigators may be used when appropriate.

Step 5 Decision & Action: Corrective actions are taken, including disciplinary measures, reporting to donors or authorities, or protective steps for affected individuals.

Step 6 Follow-up: Where possible, AAI provides feedback to the reporting person without breaching confidentiality.

If the concern relates to corruption or suspected corruption, AAI is obligated to report the matter to the donor in accordance with mandatory donor requirements.

The complainant may skip the AAI reporting level and escalate to the specific donor if the concern is about the AAI leadership.

4. AAI's promise

AAI is deeply committed to:

- treating every report seriously
- protecting individuals from harm or retaliation
- maintaining strict confidentiality
- addressing all forms of misconduct transparently
- upholding the rights and dignity of every person involved

Reporting is an act of courage. AAI will do everything possible to ensure it is also safe.