



ALF Reporting Mechanism Guide

The purpose of this guide is to allow reporting of allegations and submission of complaints and disagreements on different levels and to facilitate managing them in a structured effective manner, with the aim of maintaining a standard of integrity, and responsible stewardship, fostering a respectful and positive environment and identifying opportunities to make systematic improvements.

The reporting can be both operational (e.g. about programs, quality of work, project participant selection, etc.) or grave (e.g. corruption, nepotism, misuse of funds, physical/psychological/sexual abuse, etc.).

The ALF reporting mechanism is structured around four hierarchical levels:

- 1- Grassroots members
- 2- HoNs
- 3- Secretariat
- 4- BoG members

The mechanism is designed in a way that should be accessible and at the disposal of anyone who has witnessed and or was subjected to a case of possible misconduct, disagreement, discontent or conflict.

The HoNs and the Secretariat in their respective fields of competence have to ensure safety, confidentiality, transparency, accessibility, quality, verifiability and timeliness in a way that guarantees operating an effective reporting mechanism.

The HoNs and the Secretariat are responsible for putting into operation an internal structure to manage the reporting mechanism.

In the ALF Secretariat this structure will be composed by the ED, the CS Manager and the focal points. The Secretariat dedicated mailbox is: wehearyou@annalindhfoundation.org.

The composition of this structure in each National Network will be in accordance with the governance body, in line with what is stated in the Network Internal Rules in each country.

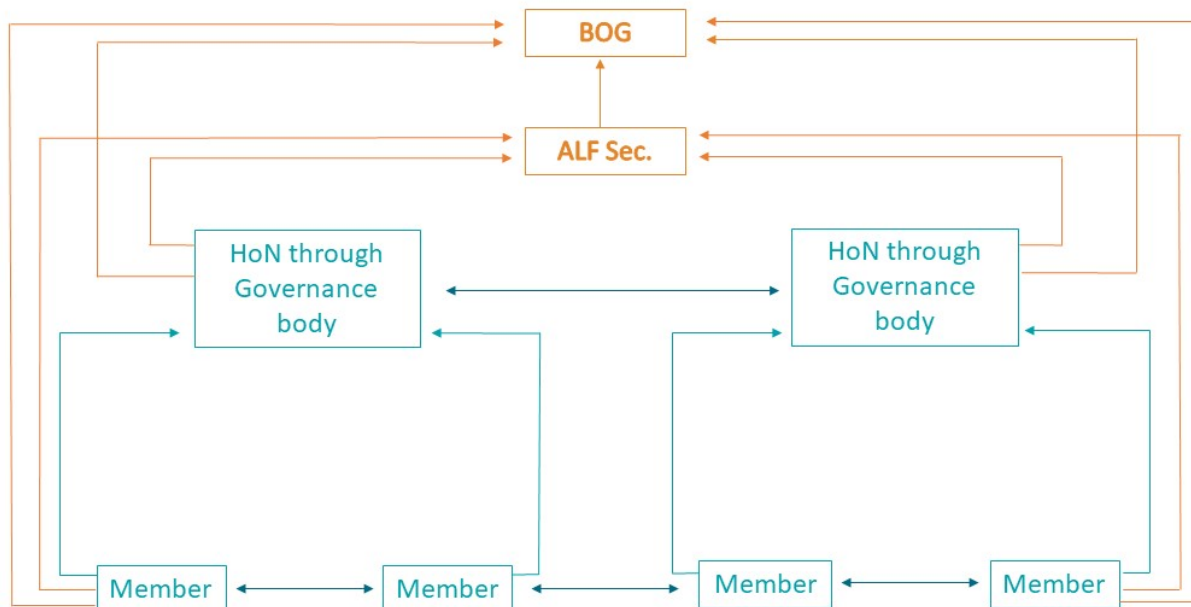
The process usually follows a bottom to top and crescendo order and typically involves hierarchical steps to address issues effectively. These steps allow each level to handle complaints and disagreements systematically and fairly.





Hierarchical structure of the ALF reporting mechanism

The following diagram shows the overall structure of the ALF reporting mechanism.



Reporting process stages

· Informal reporting

The complainant is generally expected to raise any reporting informally first to the accountable person in the next level of hierarchy who should establish an open and honest communication between the parties in conflict and strive to introduce fair and acceptable resolutions that help prevent conflict escalation. This kind of informal reporting can be dealt with at the level of the CS manager at the Secretariat and at the level of the Heads in each Network.

· Formal reporting

In the event of no satisfactory resolution was reached on the informal approach, complainants reserve the right to resubmit their reporting formally to the next accountable level in the hierarchy structure in the form of a written complaint, as indicated in the “Hierarchical structure of the ALF reporting mechanism”.

These cases must be dealt with by the reporting structures (in the Secretariat composed by the ED, the CS Manager and the focal points and in each National Network through its Governance body) which must take the necessary actions that guarantee the achievement of the moral and/or institutional rights of the complainant.

In the event that the formal reporting remains unresolved, the complainant must allow the reporting structure 30 calendar days to pass before taking the formal reporting to a higher hierarchical level.

Depending on the severity of the reporting and its nature, escalation to the BoG level should be facilitated.

Confidentiality should be maintained to the extent possible, and it should be ensured that complainants will not suffer retaliation for raising their concerns.

