

Annexe

Consultation questions

AKF Afghanistan

1. Have you heard of Aga Khan Foundation Afghanistan and do you have any information about its work or the projects it implements in your community?

- a. If yes, what sort of interventions are implemented, and has your community benefited from it?
- b. If No move to specific questions

2. Have you benefitted from AKF Interventions or projects?

- c. If yes, How?
- d. If No, why not?
- e. Has anyone in your village ever complained about the projects/interventions/staff/ etc

3. Do you have any idea to whom you should share your complaint/concern within the organization?

Question1:

How do people complain in this group/context, and what are the barriers in the way to complain?. If yes how and if no why ?

- Do people complain about matters/issues/work related to social and economic development in the community?
- What do they complain about?"
- What about misconduct of/harm caused by different people at different levels in the community? "
- Would the community member report their concerns?
- If so, how?
- If not, why not?"
- What might be serious issues with people causing harm? "
- What are the specific issues/concern for your group?"
- Why would/wouldn't people share their concern/issues?"
- What could be in place that would encourage them (Person with concern) to share their concerns/complaints?"

Question 2:

How the community member reports their concern, recommendation, suggestion to the AKF (Afg) office?

- Are there any barriers in reporting concerns/complaints, suggestion and recommendation to AKF (Afg)?
- Do you think there can be issues (concerns/complaints) in AKF programmes?
- Have you heard of anyone experiencing problems as a result of AKF (Afg) intervention/programme/staff?
- Do you think you will share issues if it happens?
- If yes, why?

- If not, why not

Question 3:

How would they like to share (concerns/complaint, suggestion and recommendation) to AKF?

How can the process be survivor-focused?

- What could AKF do to encourage people to share their concerns/complain, suggestion and recommendation?
- How could AKF make people feel safer to share (concerns/complain, suggestion and recommendation)?
- How could the organization support community members about the follow up of their concerns/complaints, suggestions, and recommendations during and after submission of the shared information?
- How should AKF make reporting safe for people who have been harmed?
- In what way do you think concern should be raised to be helpful?"
- Kindly elaborate your suggestions.