

## **Annexe**

### **Consultation questions**

#### **AKF Tajikistan**

#### **Warm Up Questions**

1. Have you heard of Aga Khan Foundation 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?
  - a. If yes, How?
  - b. If No, why?

#### **Questions on how communities complain**

- 1) Are individuals or groups within this community comfortable in complaining when things don't go as planned?
- 2) How do people typically complain? Who do they go to in the first instance? Where would they take the complaint next if it wasn't dealt with initially?
- 3) Are there particular barriers in making complaints? E.g. is complaining frowned upon? Or are only certain members of the community expected to complain?

#### **Questions on how communities would like to complain about AKF**

- 1) We want to encourage you to provide feedback or complaints to us. Can we work through some examples and you tell us how you would like to provide that feedback or make that complaint?

##### Example 1

- A programme has been running for 3 months. The majority of the community are happy with the programme, a few feel the programme could be improved. You decide you would like to provide that feedback – how would you feel most comfortable to do so?

##### Example 2

- A programme has been running for 6 months. A number of community members thought you would be participating in the programme but you have not received any support or asked to participate in any activities. You would like to complain about this – how would you feel most comfortable to do so?

##### Example 3

- An AKF staff member is supposed to spend time in the community facilitating discussions on the programme that has been running for some time. When he turns up in the community, however, he spends most of his time with the community leaders drinking tea and does not facilitate the discussions you expected. You would like to complain about this particular member of staff – how would you feel most comfortable to do so?

- 2) What would you expect from AKF in response to any feedback and complaints? How would we let you know that we are dealing with the feedback and complaints effectively?

### Consulting communities on reporting safeguarding concerns

If the above questions have been covered, either in the same session or an earlier one, you can now move onto exploring communities thoughts on reporting safeguarding concerns.

Begin by describing what safeguarding is:

- We are committed to doing no harm – this means that we have measures in place to prevent either our staff or our programmes from causing harm to communities
- By harm we mean physical, emotional, sexual harm or neglect. We recognise that this harm could come from our own staff who use their position of power to harm, abuse or exploit those we are providing services to. It can also come from programme activities because we haven't worked with you well enough to design programmes that do not expose you to harm within your family or community.
- We would want to hear from you if our staff or programmes did cause harm.
- We want to ask you some questions to understand how you would want to let us know that we have caused harm, if that ever happens.

### Questions on how communities report harm and abuse generally

- 4) Are individuals or groups within this community comfortable in reporting harm and abuse that might take place in a family or community?
- 5) How do people typically report abuse? Who do they go to in the first instance? Where would they take the report next if it wasn't dealt with initially?
- 6) Are there particular barriers in making these sorts of report? E.g. is there a stigma in reporting abuse? Are people generally worried about what might happen if reporting?

### Questions on how communities would like to report harm and abuse caused by AKF

- 3) What would you consider serious issues that are caused by AKF that you would want to report on?
- 4) Can we work through some examples and you tell us how you would want to report something like this?

#### Example 1

- You hear that an AKF staff member has told a woman in the community she can only participate in and benefit from the programme activities if she has sex with him

#### Example 2

- An AKF programme has been encouraging girls and women to speak out and this is contrary to local custom. This is causing problems in a number of families.

- 5) Would there be any barriers to people in the community reporting these more serious concerns? What would these be? How could we overcome these?
- 6) What could AKF do to encourage people to report these serious concerns? How could AKF make people feel safer to report?

- 7) What would you expect from AKF in terms of follow up and providing information on how a report is being dealt with?