

Complaints, Concerns and Protected Reporting Procedure

How someone can raise a concern and how ADCN will handle it.

ADCN (Albanian Diaspora Civic Network) is a volunteer-led civic network, not a registered organisation or separate legal person. **ADCN** uses its own governance, safeguards and public-facing standards. References to “**ADCN**” in this document describe the network’s agreed rules and working practices.

WHAT CAN BE RAISED

Anyone may raise a concern about ADCN conduct, decisions, research, communications, political independence, safety, use of personal data, conflicts of interest, misuse of resources or treatment of a member/contributor. A person does not need to prove the case before reporting it; enough information to understand the concern is sufficient.

ROUTES

- Email team@albaniandiasporacivicnetwork.com.
- Use the website “Report a concern” or equivalent form when available.
- Tell a coordinator or another trusted, unconflicted ADCN contact.
- If the normal contact is involved in the concern, use a different route.

IMMEDIATE-RISK TRIAGE

Safety, doxxing, threats, suspected data breaches and risk of evidence loss are triaged first. Temporary protective steps may be taken before the facts are fully determined, provided they are proportionate and do not prejudice the final outcome.

CONFLICT-FREE HANDLING

The person reviewing a concern must not have a material conflict of interest. Where necessary, ADCN may ask an external adviser or trusted independent person to assist. Information should be shared only with people who need it for fair handling, safety or legal compliance.

PROCESS

1. Acknowledge the concern and identify any urgent protective action.
2. Clarify the issue, relevant people, records and desired outcome where possible.
3. Preserve relevant evidence and give affected people a fair opportunity to respond, unless doing so would create a credible safety or evidence risk.
4. Assess the facts against the relevant ADCN policy and applicable obligations.
5. Record the outcome, reasons and practical actions.
6. Where appropriate, offer a review by a different unconflicted person.

TIMING

ADCN aims to acknowledge concerns within five working days and to provide either an outcome or a meaningful progress update within twenty working days. These are service targets, not guarantees; complex or urgent cases may require a different timetable, which should be explained to the person raising the concern where possible.

CONFIDENTIALITY AND ANONYMITY

A concern may be raised confidentially and, where the route allows, anonymously. Absolute anonymity cannot be guaranteed if facts, law or fairness require limited disclosure, but identity should not be shared more widely than necessary. Anonymous reports are assessed on the information available.

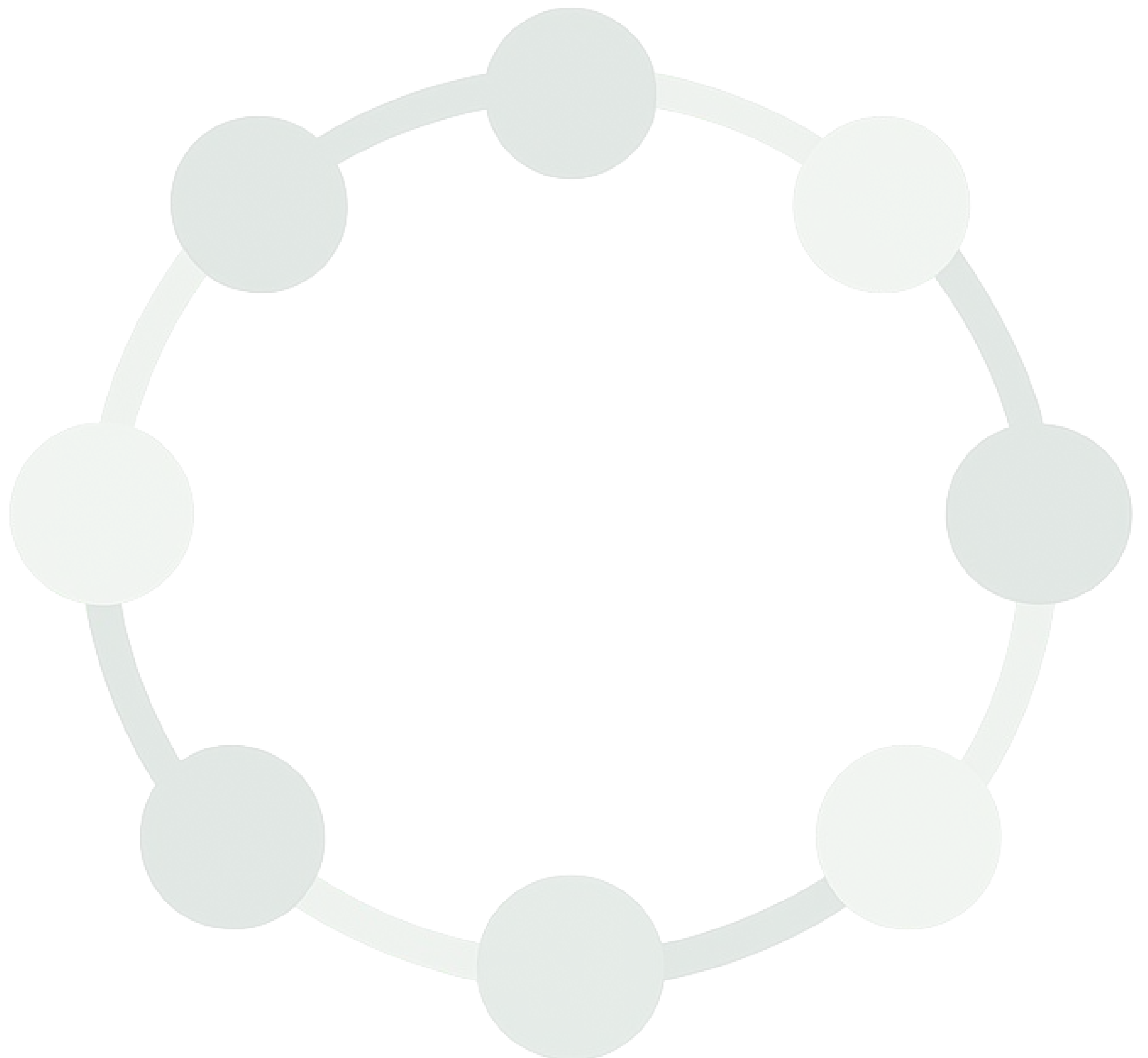
PROTECTION FROM RETALIATION

Retaliation against a person for raising a concern in good faith or participating in a review is prohibited. A report is not treated as malicious merely because it cannot be substantiated. Knowingly fabricated reports may be addressed under the Code of Conduct.

EXTERNAL RIGHTS

This procedure does not prevent anyone from contacting a regulator, law-enforcement body, court, data-protection authority, employer, platform, professional body or other external route available to them.

This policy is a ADCN governance standard. It does not create a separate legal personality for the network or replace obligations imposed by applicable law.



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