

Introduction

This outlines the procedures followed by AIM's Confidential Contact Persons (CCPs). The CCPs are two individuals, familiar with the organisation, independent of all other AIM bodies, selected by the Presidium and Advisory Board and approved at the Nomination General Assembly. They are responsible for receiving confidential concerns related to social safety, providing a safe listening environment, and providing the opportunity for concerns to be referred to AIM's formal Complaints Procedure or to the University of Amsterdam (UvA) Central Confidential Advisors.

CCPs do not act as mediators, investigators, or determine sanctions, rather serving as first-contact, confidential support persons. It is important to note that the directive to escalate concerns to formal complaints procedure lies with the reporter, and it is the role of the CCPs work with the reporter, with the advice of the UvA Confidential Advisors and the outlined possible procedures, to assist the reporter in deciding the best course of action.

Concerns

All members are entitled to submit their concerns to the CCPs, with no strict requirements regarding content or form. Members may speak informally, without obligation to pursue a formal complaint. Members' concerns may be submitted in the following manners:

1. Direct Contact
 - a. Members may directly approach or contact either CCP to discuss a concern in confidence.
2. Website/Email Submissions
 - a. Concerns submitted through the Social Safety Form on the AIM website will be confidentially received by the CCPs.
 - i. If these submissions concern a Board member, the CCPs will not involve the Board in the process, if it proceeds to that stage, rather contacting the Presidium and AB.
 - b. This will be distinguished from the formal complaints procedure on the Social Safety Form, which will be received directly by the Board (or Presidium and AB), in which case the complaints procedure will follow.
3. Trust Persons:
 - a. For any multi-day event, the CCPs appoint Trust Persons, who act in line with training provided by the CCPs, as on-site confidential contacts.
 - b. The Trust Persons may be the CCPs themselves.
 - c. The reporter will be given the option of discussing their concern and proceeding through the necessary procedure with the Trust Person or with the CCPs, in the case that the Trust Persons are not the CCPs.

Procedure

When a CCP receives a concern they should follow the procedure outlined below, and then discuss the potential actions with the reporter. The concern should only proceed to the following step with the consent of the reporter.

1. Initial Conversation
 - a. The CCP or Trust Person who receives the concern listens to the reporter's experience and clarifies their needs (e.g. support, advice, referral, documentation). No notes are taken unless the reporter explicitly consents.
2. Consultation
 - a. The two CCPs consult each other, with the explicit consent of the reporting party, especially regarding what information can be shared.
 - b. With the consent of the reporter, the CCPs may seek advice from the UvA confidential advisors on how to deal with this concern.
3. Second Conversation
 - a. A follow up conversation is held to discuss the needs of the reporter, with the CCPs presenting the potential actions and further steps that are open to the reporter, in order to ensure a safe and comfortable environment.
4. Potential Action
 - a. Proceeding to AIM's Formal Complaints Procedure
 - i. After consultation and conversation with the UvA Confidential Advisors, the CCPs, and the reporter, if it is willed by the reporter, a formal complaint will be filed and the case will proceed as follows
 1. If the case concerns a Board member;
 - a. Referred directly to the Presidium and Advisory Board, in accordance with the case procedure outlined below, with the Board not being involved at any stage.
 2. In any other case;
 - a. Referred to the AIM Board, in accordance with the case procedure outlined below.
 - b. Referral to UvA Confidential Advisors
 - i. As opposed to starting a formal complaint, following procedure, and resulting in potential sanctions, referral to UvA Confidential Advisors prioritises more professional help and possible mediation for the reporter, even though formal procedure can still follow.
 - ii. This should occur, at the will of the reporter, especially in cases where professional guidance and mediation is deemed necessary, and the case may involve ongoing distress, harm, and/or risk.
 - iii. When this occurs, the concern will be dealt with by the UvA Confidential Network, in accordance with their procedures. CCPs may contact the UvA Confidential Advisors on behalf of the reporter, and may remain involved as supportive persons as per the reporter's wishes.
 - c. Contacting law enforcement

- i. In cases where the reporter wishes to pursue a legal course of action, the CCPs shall aid the reporter in contacting and proceeding to deal with the concern with the relevant authorities

Confidentiality Procedure

Confidentiality is a core obligation of the CCPs. All information shared with the CCPs must remain confidential unless the reporter gives consent, and the following conditions are met;

1. Threat Threshold and/or Imminent Risk

In cases where there is credible evidence and risk of continued harm to the safety of the reporter or others.

2. Process

Before breaking confidentiality, the CCPs must:

- Consult each other and the UvA confidential advisors, without breaking confidentiality beyond what is strictly necessary
- Involve the reporter in the decision, unless doing so creates additional risk
- Determine which body the information must be shared with;
 - AIM Board (if not involving Board member(s))
 - Presidium and Advisory Board (if involving Board member(s))
 - Law Enforcement

3. Scope of Disclosure

Only the minimum/necessary information may be disclosed regarding both the content of the case and the parties involved, in order to protect safety. The identity of the reporter will remain confidential in all cases, except that in which they explicitly consent.

Interaction With Existing AIM Procedures

The CCPs do not replace the current Formal Complaints Procedure or Case Procedures and are not mandated to impose sanctions or conduct formal investigations. Their role is simply to offer confidential support to the reporter, provide safe and anonymous communication pathways, consult UvA professionals, and provide the reporter with the option of proceeding to AIM's formal structures and procedures, as outlined below.