

THE AMANAH INSTITUTE OF ABAS

Complaint and Investigation Procedures

Reporting review investigation and resolution

Final | Version 1.0 | Effective September 16, 2026

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Purpose and Scope

These procedures explain how the Institute receives, routes, reviews, investigates and resolves reports of misconduct. They apply to bullying, harassment, retaliation, boundary violations, academic dishonesty, privacy misuse, threats, sexual misconduct, abuse, fraud and other alleged violations of Institute standards.

Choose the Correct Pathway

Pathway	Use It For
Emergency or safety report	Immediate danger, suspected abuse, sexual misconduct, threats, self-harm risk, crime or urgent protection needs.
Conduct complaint	Possible violation by a student, instructor, staff member, volunteer, guest or participant.
Student grievance	Review of a covered academic, accommodation, attendance, privacy, withdrawal, dismissal or administrative decision.

The Institute may reroute or separate issues while preserving the original submission date. An internal process must not delay emergency assistance or a required external report.

Submitting a Complaint

- Use the approved reporting channel and identify the people, dates, conduct and location or platform involved.
- State what you directly saw, heard, received or experienced and separate it from assumption.
- Provide available messages, documents, images or witness names without unnecessary copying or public sharing.
- Describe any immediate safety, access, privacy or retaliation concern.
- Anonymous information may be reviewed, but limited information may restrict the Institute's ability to reach a finding.

Intake and Initial Response

1. Acknowledge a nonemergency complaint within 2 business days.
2. Screen for immediate danger, required reporting, safeguarding, medical, criminal or privacy response.
3. Preserve relevant records and apply proportionate interim measures when needed.

4. Identify the applicable policy, the people involved and any conflict of interest.
5. Assign a qualified and reasonably impartial reviewer or investigator.
6. Provide the parties with available information about the process, expectations and communication method.

Interim Measures

Interim measures may include no-contact directions, schedule changes, supervised participation, temporary access limits, reassignment, preservation instructions or a participation pause. They protect people and process integrity and are not a final finding.

Investigation Procedure

1. Define the allegations and applicable standards in neutral language.
2. Notify the responding person of the substance of the concern and provide a reasonable opportunity to respond, unless a lawful safety reason requires delayed notice.
3. Interview people with relevant direct information and collect reliable records proportionate to the concern.
4. Assess consistency, detail, corroboration, source reliability, motive and any missing information without relying on stereotypes or status.
5. Separate established facts, disputed facts, unsupported claims and policy conclusions.
6. Prepare a documented finding and recommended action for the authorized review and decision process.

Timeframes and Status Updates

The Institute should complete initial routing within 5 business days when reasonably possible. A written outcome should normally be issued within 20 business days after sufficient information is available. When more time is needed, the Institute should provide a status update at least every 10 business days, explain the reason for delay when appropriate and provide a revised target date.

Findings and Outcomes

A report is not proof by itself. The authorized decision maker makes a reasonable, documented determination based on available reliable information and the applicable policy. Possible outcomes include no finding, clarification, education, correction, support plan, conduct action, access restriction, reassignment, dismissal, referral or another proportionate response.

Notice, Privacy and Records

The complainant and responding person receive appropriate written notice of the outcome and any responsibilities that affect them, subject to privacy, safety and legal limits. Records must be

stored with limited access and retained under the approved schedule. Absolute confidentiality cannot be promised.

Review Request

A party may request administrative review within 10 business days based on new material information, a significant procedural error, a material conflict or a clearly disproportionate outcome. The request does not automatically pause a safety restriction or other interim protection.

Non-Retaliation and Good Faith

Retaliation is prohibited. An unproven concern is not automatically a false report. Knowingly fabricated information or deliberate interference may be addressed through the conduct process.

Agreement and Acknowledgment

By signing, I acknowledge that I received or was given access to the complaint and investigation procedures, understand the reporting pathways and agree not to retaliate or conduct an unauthorized investigation.

Steward Name _____

Student ID _____

Steward Signature _____

Date _____

Parent or Guardian Name, if applicable _____

Parent or Guardian Signature, if applicable _____

Date _____

Institute Representative _____

Date _____

Document Control

Field	Record
Exact Document Title	Complaint and Investigation Procedures
Status	Final
Owner	The Amanah Institute of ABAS, Founder
Approval Date	September 16, 2026
Effective Date	September 16, 2026
Version	1.0
Change Summary	Established the final student-facing complaint intake, investigation, outcome, review and non-retaliation procedures.
Next Review Date	September 16, 2027

Related Documents

- Official Student Handbook
- Safety Standards and Guidelines
- Safety Procedures
- Code of Conduct and Agreement
- Student Grievance Procedure
- Privacy and Information-Use Policy