

# STUDENT COMPLAINT

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As an ABA-accredited law school, the school is subject to the ABA Standards for Approval of Law Schools. Under ABA Standard 510, any prospective, current, or former student at the School of Law may bring a formal complaint to the law school administration about a problem directly implicating the law school's program of legal education and its compliance with the ABA Standards. This may include concerns about the curriculum, academic standards, externships, distance education, and study abroad programs, among other things.

The form developed for this purpose is received by the relevant administrative team member(s) and all submissions are reviewed with care and attention in a timely manner. The form may be accessed through the Law School website under ABA Required Disclosures.

When the law school administration receives a student complaint, the following procedures will be followed:

The law school will acknowledge receipt of the complaint within five business days. Acknowledgment will be made by email.

- Within two weeks of acknowledgment of the complaint, the Associate Dean for Academic Affairs or his or her designee shall provide a written response to the substance of the complaint or inform the student that additional investigation is needed. If further investigation is needed, the student shall be provided with information about what steps are being taken to investigate the complaint and an estimated date for the completion of the investigation by the law school. The written response to the complaint will specify what steps, if any, are being taken to address the complaint.
- Within two weeks after the student receives the written response to the complaint, an appeal may be taken to the Dean of the law school. Any decision made on appeal by the Dean shall be final.
- A copy of the complaint and a summary of the process and resolution of the complaint shall be kept in the Registrar's Office for a period of eight years from the date of final resolution of the complaint.