

# Law Student Complaint Resolution Policy

## Preface

As an American Bar Association (ABA) accredited law school, Cumberland School of Law is subject to ABA Standards for approval of law schools. The ABA standards may be found at: [http://americanbar.org/groups/legal\\_education/resources/standards.html](http://americanbar.org/groups/legal_education/resources/standards.html)). In accordance with ABA Standard 512, a law student may file a formal complaint, “to bring to the attention of the law school a significant problem that directly implicates the school’s program of legal education and its compliance with the Standards” by following the steps described below.

## Procedure for Submitting Complaints

1. Complaints must be submitted in writing to the Associate Dean for Academic Affairs, and may be sent by e-mail, U.S. mail, hand-delivery, or fax.
2. The complaint should describe in detail the behavior, program, process or other matter that is the subject of the complaint, and should explain how the matter implicates the law school’s program of legal education and its compliance with a specific, identified ABA Standard(s).
3. The complaint must include the complainant’s name and official Samford University e-mail address or street address to facilitate communication about the complaint.
4. The Associate Dean for Academic Affairs, or his or her designee, shall acknowledge receipt of the complaint within three business days. It is the responsibility of the complainant to verify that a complaint delivered by any method other than hand-delivery was received.

## Procedure for Resolving Complaints

1. Within ten business days of acknowledgement of the complaint, the Associate Dean for Academic Affairs, or his or her designee, shall either meet with the complaining student or respond to the subject matter of the complaint in writing.
2. In the meeting or in the writing the student shall be provided with a substantive response to the complaint, or information regarding what steps are being taken to either address or further investigate the complaint.
3. If further investigation is needed, the law school shall provide the student with a substantive response or information about what steps are being taken to address the complaint within ten business days after completion of the investigation.

### **Procedure for Appeals**

1. Appeals regarding final decisions on complaints may be filed with the Dean of the Law School.
2. Appeals to the Dean of the Law School must be submitted in writing within two weeks after receipt of the final decision.
3. The Dean's decision shall be communicated to the student within ten business days and shall be final.

### **Maintenance of Records**

A copy of each complaint and its resolution shall be maintained in a confidential manner in a dedicated binder in the Office of the Dean for eleven (11) years.