

THE UNIVERSITY OF AKRON SCHOOL OF LAW

STUDENT COMPLAINT POLICY

I. GENERAL ISSUES

The University of Akron School of Law (Akron Law) invites students to express their concerns. We welcome feedback as it improves the quality of our programs and the overall educational experience. Students may contact any member of the Akron Law administration or staff directly for assistance. To the extent practicable, we will maintain anonymity with respect to your complaint. We look forward to hearing from you.

II. COMPLAINTS REGARDING NON-COMPLIANCE WITH ABA ACCREDITATION STANDARDS

When a student is concerned about an important issue that implicates Akron Law's compliance with the American Bar Association's (ABA) Accreditation Standards (http://www.americanbar.org/groups/legal_education/resources/standards.html), that student should submit a written complaint to the Associate Dean for Academic Affairs. An accreditation standard complaint directly implicates the Akron Law's program of legal education and Akron Law's compliance with ABA accreditation standards. An accreditation standard complaint does not include harassment complaints or other matters covered by the Akron Law Disciplinary Code or other University of Akron policies and procedures.

- A. To permit an investigation, the written complaint must identify the accreditation issue in sufficient detail, including the relevant Accreditation Standard(s). The accreditation complaint must also include the date, the student's contact information, and a signature. The signed complaint may be submitted via e-mail, in-person, or inserted into the Associate Dean's mailbox.
- B. The Associate Dean will respond to a signed complaint about accreditation as soon as possible. However, the Associate Dean will provide a response no later than thirty (30) calendar days after receipt of the signed complaint. In response, the Associate Dean will advise the student, either orally or in writing, of any course of action that the school has taken in response to the complaint, or, in the alternative, the reason that the school has determined that the concern has been adequately addressed.
- C. Within twenty (20) business days of issuance of the Associate Dean's response to the student, the student may appeal that decision to the Dean of Akron Law. The decision of the Dean is final. Akron Law will maintain a record of the complaint and resolution for ten (10) years in the Dean's Office.
- D. Akron Law will not retaliate against any student filing a complaint under this section, nor permit any faculty member, administrator, employee, or student to do so.
- E. This policy does not preempt jurisdiction under the Akron Law Disciplinary Code or any other university policy.