

## Procedure for Student Complaints Concerning the Program of Legal Education:

As an American Bar Association accredited law school, Western New England University School of Law is subject to the ABA Standards for Approval of Law Schools. The ABA Standards may be found at [http://www.americanbar.org/groups/legal\\_education/resources/standards.html](http://www.americanbar.org/groups/legal_education/resources/standards.html).

Any student at the law school who wishes to bring a formal complaint to the administration of the law school alleging a significant problem that directly implicates the law school's program of legal education and its compliance with the ABA Standards should do the following:

1. Submit the complaint in writing to the Associate Dean for Academic Affairs or the Associate Dean for Law Student Affairs. The writing may consist of an e-mail, U.S. mail, or fax.
2. The writing 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 writing must provide the name, e-mail address, phone number, and a street address of the complaining student, for further communication about the complaint.

Within three weeks after the receipt of the complaint, or if the complaint is received within three weeks before the last day of classes in a semester, within three weeks of the beginning of the next semester, the administrator, or the administrator's designee, will either meet with the complaining student or respond to the substance of the complaint in writing. In this meeting, or in this writing, the student will either receive a substantive response to the complaint or information about what steps are being taken by the law school to address the complaint or to further investigate the complaint. If further investigation is needed, after the completion of the investigation, the student will be provided with either a substantive response to the complaint or information about what steps are being taken by the law school to address the complaint.

Within two weeks after being advised of any action the law school is taking to address the matter, the student who filed the initial complaint, may appeal the decision regarding the complaint, to the Dean of the law school, or if the Dean decided the merits of the complaint, to the Provost and Vice President of Academic Affairs of the University. Any decision made on appeal by the Dean, or by the Provost shall be final.

A copy of the complaint and a summary of the resolution of the complaint will be kept in the office of the Dean for a period of ten years from the date of final resolution of the complaint.