

## **Policy on Student Complaints Implicating Compliance with ABA Standards\***

Detroit Mercy Law has a specific policy by which students may address complaints that bring to the School's attention a significant problem that directly implicates the School's program of legal education and its compliance with the ABA Standards as required by Standard 512.

### **1. SUBMITTING A COMPLAINT:**

A student complaint about Detroit Mercy Law's program of legal education and compliance with the Standards must be submitted in writing to the Associate Dean for Academic Affairs or the Assistant Dean for Student Affairs. The complaint should state the facts that form the basis for the complaint and how the matter implicates the School's program of legal education and its compliance with one or more specific, identified ABA Standards. The person to whom the complaint is submitted shall acknowledge receipt of the complaint within seven business days to the student or students who submitted the complaint.

### **2. RESOLVING A COMPLAINT**

The Associate or Assistant Dean who received the complaint or his or her designee shall investigate the matter as soon as possible, but in no event later than 20 business days after receiving the written complaint. The same Associate or Assistant Dean shall attempt to resolve the complaint within this 20 business day period. Any resolution of a complaint under this policy should include a meeting between the Associate or Assistant Dean and the student complainant and a written response to the complainant. This written response shall include information about the steps to be taken to further investigate or address the complaint. The person investigating and resolving the complaint shall prepare this written response to the student complainant within 10 business days after completing his/her investigation.

### **3. APPEAL PROCESS**

A student complainant may appeal the resolution of a complaint under this policy to the Dean. The student must submit an appeal in writing within 10 business days of receiving the School's written response. The Dean's decision is final. The Dean or his/her designee shall inform the student complainant and the Associate Dean who investigated the complaint of his/her decision within ten business days of receiving the appeal.

### **4. MAINTAINING THE RECORD OF A COMPLAINT**

The School shall maintain a complete written record of each complaint and its resolution for seven years in a confidential file in the Office of the Associate Dean for Academic Affairs.

\*This policy can be found in section VI.P of the 2017 University of Detroit Mercy School of Law Student Handbook, on pages 47 -48