

## Student Complaints Regarding the College's Program of Legal Education

As a law school accredited by the American Bar Association ("ABA"), the University of Iowa College of Law will respond to complaints from students regarding a "significant problem that directly implicates the College's program of legal education and its compliance with" the ABA's Standards for the Approval of Law Schools ("Standards"):

[http://www.americanbar.org/groups/legal\\_education/resources/standards.html](http://www.americanbar.org/groups/legal_education/resources/standards.html) Student complaints may provide useful information to the College and will receive a prompt and thorough response.

### Procedures for Student Complaints

The following procedures outline the process of submitting and receiving a response to a student complaint:

1. Students wishing to file a complaint regarding the College's program of legal education and its compliance with ABA Standards must do so in writing to the Associate Dean for Student Affairs. A complaint is "written" when submitted via e-mail, fax, or paper. The complaint must identify the "significant problem that directly implicates the College's program of legal education and its compliance with the Standards" (ABA Standard 512). The complaint should state which ABA Standards are involved. The complaint must also contain the student's contact information, including name, mailing address, phone number, and e-mail address.
2. The Associate Dean for Student Affairs must respond, in writing to such a complaint, within 20 business days of submission. The response will include findings and any actions taken or proposed to resolve the complaint.
3. Upon receiving the response from the Associate Dean for Student Affairs, the complainant may, within 20 business days, submit a written appeal of the decision to the Dean of the College of Law. Within 20 business days of receiving the appeal, the Dean or his/her designee must respond to the complainant. The decision of the Dean or the Dean's designee shall be the University's final action on the matter.
4. The College will maintain a record of all complaints filed pursuant to these procedures for 8 years from the date of the complaint's final resolution. All records of complaints will be confidentially maintained by the Associate Dean for Student Affairs.
5. This complaint process is not intended to serve as an additional mechanism to appeal a decision regarding student discipline or academic disputes. Rather, the process shall apply only to complaints clearly falling within the scope described in Paragraph 1 above.