

## **STUDENT COMPLAINTS**

### **A. Reporting a Complaint**

The University Of Denver Sturm College Of Law wishes to hear any student concerns about significant problems that directly implicate the school's program of legal education and its compliance with the ABA's Accreditation Standards. Any student having such a concern should submit their concern to the online suggestion box: <http://www.law.du.edu/forms/administration/suggestions.cfm>. Complaints generated via the suggestion box are automatically emailed to either the Associate Dean of Academic Affairs or the Law School Dean, and are also logged into a database.

### **B. Resolving the Complaint**

When a formal written complaint has been submitted in accordance with section A, the Associate Dean of Academic Affairs shall investigate as soon as possible, but in no event later than 20 business days after the submission of the written complaint. The Associate Dean of Academic Affairs shall attempt to resolve the complaint, if possible, within the 20 business day period. If resolution is not possible, the Associate Dean of Academic Affairs may refer the matter to the appropriate administrator, administrative body, or an administrative official designated by the Dean (the "Dean's designate").

If referral of the complaint is made as referenced above, the administrator, administrative body or Dean's designate shall attempt to resolve the complaint as soon as possible, but in no event later than 20 business days after referral by the Associate Dean of Academic Affairs.

Upon completing the investigation of the complaint, the Law School shall communicate its findings and, if appropriate, its intended actions to the complainant via an email response (which contains a link to an appeal form). Note: anonymous complaints may not require a written response.

### **C. Appeal Process**

If the complainant is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. The complainant should submit his/her written comments in a timely manner to the Dean of the Law School via a link to an appeal form, but in no case more than two weeks after communication to the complainant of the findings of the investigation. The appeal form link is found in the response email under Part B – Resolving the Complaint. The Dean's decision shall be communicated to the complainant and the investigator(s) within 20 business days and shall be final.

### **D. Maintaining a Written Record of the Complaint**

The Law School shall maintain a complete written record of each complaint and how it was investigated and resolved. These records are housed in a confidential database maintained by the Educational Technology Department and accessible by the Associate Dean of Academic Affairs and the Dean. The database fields include the original complaint, any appeal (if posted), and the resolution of the complaint.

**E. Protection Against Retaliation**

The Law School will not in any way retaliate against an individual who makes a complaint under this section, nor permit any faculty member, administrator, employee or student to do so.

**F. Not Exclusive Complaint Policy or Procedure**

Please note that the University Of Denver Sturm College Of Law provides separate procedures for complaints pertaining specifically to Sexual Harassment and those complaints that may fall within the parameters of the Code of Student Conduct. Jurisdiction over any student complaint is not exclusive to any single, or combination of, Law School Policies. This University policy is available University website at:

<http://www.du.edu/deo/EqualOpportunity.html>.

This Student Complaint policy is available at the College of law website at <http://www.law.du.edu/forms/administration/suggestions.cfm>