

## Student Concerns Policy

Revision history:

Services is referred to as the“administrator”). The writing may be in an e-mail, U.S. mail, or by personal delivery.

- b. The writing should describe in detail the practice, program, or other matter that is the subject of the complaint. The writing should also explain how the matter directly implicates the law school’s compliance with a specific ABA Standard(s).
- c. The writing must provide the student’s name, e-mail address, and street address for further communication about the complaint.

## 2. Addressing a complaint

If the administrator determines that the complaint directly implicates the law school’s compliance with an ABA Standard, Southwestern will employ the following process in response:

- a. The administrator will acknowledge in writing receipt of the student’s complaint; acknowledgment may be made by e-mail, U.S. mail, or by personal delivery at the option of the administrator. The administrator, or the administrator’s designee, will either meet with the student or respond to the complaint’s substance in writing. In this meeting or this writing, the administrator will provide a substantive response to the complaint or information about steps being taken by Southwestern to address the complaint or further investigate the complaint. Usually, a student can expect a meeting or written response to the complaint within three to four weeks of the submission of the complaint.
- b. Within 60 calendar days of receiving a decision, students may appeal a decision on complaints to the Dean of Southwestern. The appeal must be in writing and explain the basis of the appeal; it should be in the form of an e-mail, U.S. mail, or by personal delivery. The Dean will either meet with the student or respond to the substance of the appeal in writing. Usually, a student can expect a meeting or written response to the appeal within three to four weeks of the submission of the appeal. The Dean’s decision will be final.
- c. A copy of the complaint and a summary of the response and resolution of the complaint will be kept by Southwestern in compliance with the ABA Standards.

## C. Complaints to the Bureau for Private Postsecondary Education

Southwestern

standards in the California Private Postsecondary Education Act of 2009 and the California Code of Regulations.