POLICY ON STUDENT COMPLAINTS AND ABA ACCREDITATION

A. Reporting a Complaint

Villanova University School 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 it in writing to the Associate Dean for Academic Affairs. The complaint should state the facts that form the basis for the complaint and how the matter implicates the Law School's program of legal education and its compliance with a specific identified ABA standard(s).

B. Resolving the Complaint

When a formal written complaint has been made in accordance with section A, the Associate Dean for Academic Affairs shall investigate as soon as possible, but in no event later than 20 business days after the filing of the written complaint with the Associate Dean for Academic Affairs. The Associate Dean for Academic Affairs shall attempt to resolve the complaint, if possible, within the 20 business day period. If resolution is not possible, the Associate Dean for 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 for 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.

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, but in no case more than two weeks after communication to the complainant of the findings of the investigation. 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. Written records shall be maintained in a confidential manner in the Office of Academic Affairs for five years from the date of final resolution of the complaint.

E. Protection Against Retaliation

The Law School prohibits retaliation by a faculty member, administrator, staff employee, or student against any student who makes a complaint under this Policy.

F. Not Exclusive Complaint Policy or Procedure

The Villanova Law School Student Handbook contains separate Policies, including among others, those pertaining to sexual harassment or other discrimination complaints and complaints under the Academic Code of Student Conduct or Non-Academic Student Misconduct Hearing Procedure. Where more than one Policy may apply to the complaint, the Law School shall follow the Policy that it deems most appropriate to the situation.