



TEXAS SOUTHERN UNIVERSITY THURGOOD MARSHALL SCHOOL *of* LAW

Law School Student Complaints Policies-Procedures-Forms

The Policies and Procedures Herein governs all “Student Complaints”

I. Informal Resolution

Students are expected to resolve issues among themselves, using the highest standards of professionalism and employing the standards of the Texas Lawyer’s Oath, particularly “[T]he conduct of a lawyer should be characterized at all times by honesty, candor, and fairness.”

If the students do not resolve the issue after the informal attempt, they may file a formal complaint.

II. General/Formal Complaints Procedure

Formal student complaints are those filed in writing with the Office of The Dean within ten working days after the event or action complained of occurs, or no more ten days after the complainant should have become aware of the event or action that is the basis for the complaint. Initially, the written complaint should be made by filling out Complaint Form A located at <http://www.tsulaw.edu/> and submitting the form to the Assistant Dean of Student Development either in person or by email to: tanisha.green@tsu.edu. The law school shall make every effort to resolve issues between parties within thirty (30) days.

The law school shall review each complaint and in consultation with the complainant, decide whether the complaint implicates ABA Standards. If after the initial review, the complaint is determined to implicate ABA Standards that determination will be subject to a final review.

If, after that final review, the decision is that the complaint does implicate ABA Accreditation Standards, the complaint is an ABA Accreditation Standard 510 complaint. The complainant will be directed to complete Form B and submit it as directed above. The complaint will be designated as a 510 Complaint, and will be tracked, recorded, and preserved as prescribed by Standard 510.

The Assistant Dean of Student Development shall:

- 1) Acknowledge receipt of the complaint or concern within three business days.
- 2) Review and determine within five (5) working days whether the complaint implicates ABA Accreditations Standards, and is therefore an ABA Standard 510 complaint. If yes or no, follow the applicable procedure stated above.
- 3) Review each submission and forward to the appropriate administrator, where that person will acknowledge receipt of the complaint. The administrator will address the issues and queries in the complaint, including referral to applicable university resources. The following administrators will be assigned complaints within their area of responsibility:
 - a. Associate Dean for Academic Affairs – Complaints against Faculty
 - b. Office of Financial Aid – Complaints concerning financial aid awards and scholarships
 - c. Associate Dean of Student Services and Instructional Support – Complaints implicating ABA Accreditation Standards (ABA Standard 510 complaints); Complaints concerning the content or Application of the Student Rules and Regulations;
 - d. Assistant Dean of Student Development - Complaints concerning health related issues, including disabilities and assessment of appropriate accommodation.
 - e. Director of Administration – Complaints concerning student work eligibility, IT, and facilities.
 - f. TSU Office of Title IX – Complaints implicating Title IX violations, including sexual harassment.
- 4) Within five working days of receipt of the complaint, the assigned Administrator will provide the complainant with information about what steps are being taken to investigate the complaint and the estimated date for the completion of the investigation.

The investigation will be completed by the estimated date, or within ten working days, whichever length of time is shorter. Upon completion of the investigation, the results of the investigation will be promptly reported, in writing, to the Complainant, as well as any resolution of the complaint based on the results of the investigation. If a resolution is reported, the communication, shall also identify Appeal procedures and policies.

- 5) If no resolution was reached, based on the investigation, the report will identify the steps to be taken to resolve the complaint, and provide an estimate of the date upon which such steps should be completed. The proposed resolution will be presented in writing to the complainant by the date specified, or within ten working days, whichever length of time is shorter. The communication, shall also identify Appeal procedures and policies.
- 6) Appeals should be filed within thirty days of receipt of notice of Resolution. The Dean of the Law School, in consultation with the appropriate faculty committee chairs will hear and decide all appeals investigated by law school personnel. Complaints reviewed and initially investigated by university personnel, will adhere to notice and completion guidelines provided for in pertinent university guidelines and manuals.

- 7) The Assistant Dean of Student Development will log in the complaint information and resolution reached, and report them on the Semester Report of Complaints preserved in the Office of the Dean.

Complaints found to have implicated ABA Standards (510 complaints) will be kept on Form B, and preserved in a Separate electronic folder.

Non-Retaliation - The law school will not retaliate against any student who files a complaint under this policy. Nor will the law school authorize or affirm upon notice any retaliation or attempted retaliation by any faculty member, administrator, employee, trustee, or other student.

TMSL COMPLAINT FORM A

Name _____ TSU ID _____ Date _____

Phone _____

E-mail _____

BEFORE YOU FILE THIS COMPLAINT, MAKE EVERY EFFORT TO RESOLVE THE MATTER AMONG THE PARTIES. IF THE ISSUE IS NOT RESOLVED, FILE THIS COMPLAINT.

PERSON FILING THE COMPLAINT → PERSON COMPLAINED AGAINST

(CHECK ONE)

**Student → Student _____
(Dean of Students)**

**Student → Faculty _____
(Academic Dean)**

**Faculty → Student _____
(Dean of Students)**

BRIEFLY STATE YOUR COMPLAINT *List all involved: name(s), date(s), time, and place where the circumstances occurred. You may attach additional pages as needed.*

BRIEFLY DESCRIBE WHAT YOU AND THE OTHER PARTIES HAVE DONE TO RESOLVE THIS ISSUE

(OVER)

BRIEFLY STATE WHAT YOU ARE ASKING TMSL TO DO AS A RESULT OF YOUR FILING THIS COMPLAINT

Name_____Signature_____Date _____
(Please Print)

For Office Use Only

Action Taken

1. Review and determine whether the complaint implicates ABA Standard 510. If yes, submit to the Associate Dean of the law school for a final review. If no, continue as stated above.
2. If, after final review is conducted, the complaint is found to indicate ABA Standard 510, the complainant will be instructed to fill out Complaint Form B and submit as directed. If no, continue as directed.

PROCEDURE

Submit this form to the Assistant Dean of Student Development at tanisha.green@tsu.edu or Submit a hard copy to the Dean of Students Office in the Dean's Suite.

III. Sexual Title IX Complaint

Please locate the form and follow the instructions on the University Office of Title IX webpage.

The web link for Reporting Incidents and Filing Complaints is

<http://www.tsu.edu/about/administration/title-ix/file-a-complaint.html>

The web link for submitting complaint is

<https://app.smartsheet.com/b/form/4e1d5ba471ee442082f477910cb1b4c4>

IV. STUDENT COMPLAINTS WHICH IMPLICATE COMPLIANCE WITH THE ABASTANDARD – 510 (FORM B)

TMSL is an ABA-approved law school and must comply with the ABA Accreditation Standards found at:

http://www.americanbar.org/content/dam/aba/publications/misc/legal_education/Standards/2015_2016_chapter_5.authcheckdam.pdf

Standard 510 (a) provides: “A law school shall establish publish, and comply with policies that comply with policies for addressing student complaints.” The law school has complied with this mandate for all student complaints, including 510 complaints, by establishing the policies, procedures, and timelines set out above.

A student has the right in filing a complaint to review ABA Standard 510, and conclude that the nature of his complaint does implicate one or more ABA Standards. In that event, the Student should complete Form B, which follows and which can also be located at:

<http://www.tsulaw.edu/>

The form should be submitted in accordance with the procedures and policies set out heretofore with respect to all student complaints.

FORM B
TMSL STUDENT COMPLAINT FORM
REGARDING
ABA STANDARD 510

(All other complaints shall be filed on the law school general complaint form A)

Name _____ 1L, 2L, 3L Date _____
Phone _____ TSU ID# _____ E-mail _____

ABA STANDARD 510 COMPLAINT

I. STATE THE SPECIFIC ABA STANDARD IMPLICATED _____

II. Describe in detail the behavior, program, process or other matter at issue. (You may attach an additional page if necessary)

III. State how the matter stated above directly implicates the law school's program of legal education and its compliance with the ABA Standard you noted above. (You may attach an additional page if necessary)

Print Name: _____ Signature: _____

Date: _____