

## **Student Appeals and Complaints**

### Introduction

At the College of Law, the faculty, administration, and staff seek to provide a supportive and professional environment, with the goal of excellence in teaching and learning. We welcome student feedback about the educational program, services, and policies. We also want to ensure that students know about and have access to procedures for expressing or registering concerns, appeals, or complaints. This page consolidates information about different avenues for bringing an appeal, complaint, or grievance on various academic or non-academic matters.

Depending on the nature of a student's concern or complaint, UNT Dallas or College of Law policies may provide a specific process for addressing that concern. When the concern or complaint does not fall within an existing procedure, students may use the process set out below.

The Law School will not retaliate in any manner against a student who files a complaint or appeal under any process, nor will it permit any faculty member, administrator, or student to do so.

### Concerns or complaints about the College of Law that are outside the scope of any existing College of Law policy or procedure

Many times, a concern can be resolved by speaking with the faculty member, administrator, or staff person involved. If informal resolution is unsuccessful or not feasible, the student should consult any policy that applies in the area. For instance, policies on financial aid, Code of Conduct, Honor Code, grades, and other areas contain details about appeals. At times, a student might seek deviation from, exception to, or appeal from the application of a policy on a matter. Further, a student might have a concern or complaint relating to a matter that is not covered under a current policy.

Students should use the following process: Prepare a petition or complaint in writing; include date, student's name, telephone number, and email address; provide as much detail as possible about the concern; and submit the complaint to the Associate Dean for Academics (if the matter is academic) or to the Assistant Dean of Student Affairs (if the matter is non-academic). The Associate or Assistant Dean or his or her designee will investigate the complaint in a timely manner, take appropriate action, and notify the student about the proposed resolution of the matter. If the student is not satisfied with the proposed resolution, the student may appeal the decision to the Dean of the College of Law; any such appeal must be filed in writing within five business days of the notification of the proposed resolution.

Complaints or concerns regarding discrimination or harassment of any type (including sexual harassment) made against a College of Law or UNTD student, faculty member, staff member, or other member of the College of Law or wider UNTD community.

- Please refer to UNT Dallas Policies 5.001 and 5.001a.
- Contact: UNT Dallas College of Law Assistant Dean of Student Affairs, or, in the case of sexual harassment, Title IX Coordinator Office, UNT Dallas.

#### Complaints or concerns relating to requests for disability accommodation

- Please refer to UNT Dallas Policy 7.004.
- Contact: College of Law Assistant Dean of Student Affairs.

#### Grade appeal

- Please refer to UNT Dallas Policy 7.007
- Contact: Individuals described in the appeal process set out in 7.007.

#### Complaints or concerns relating to the release of student information

- Please refer to UNT Dallas Policy 7.003.
- Contact: Registrar, College of Law.

#### Concerns or reports regarding the Code of Conduct

- Please refer to UNT Dallas Policy 7.001
- Contact: College of Law Assistant Dean of Student Affairs.

#### Concerns or reports relating to the Honor Code of the College of Law

- Please refer to College of Law Honor Code, [https://lawschool.untsystem.edu/sites/all/themes/untcolresponsive2b/pdfs/COL-Honor-Code\\_2014.pdf](https://lawschool.untsystem.edu/sites/all/themes/untcolresponsive2b/pdfs/COL-Honor-Code_2014.pdf)
- To report potential Honor Code violations, contact: Honor Code Representative, Professor Cheryl Wattlely. For appeal of Honor Council decisions, see appeal process outlined in Honor Code.

#### Appeal of a decision relating to financial aid

- Please refer to <http://financialaid.unt.edu/sap>
- Contact: LaChrista Glenn, Financial Aid Adviser, College of Law

#### Complaints relating to compliance with ABA Standards

ABA-accredited law schools are subject to the ABA Standards for Approval of Law Schools. Although the UNT Dallas College of Law is not yet accredited, the College of Law desires to comply with ABA Standards for addressing student complaints. A complaint is a communication in writing that seeks to bring to the attention of the law school a significant problem that directly implicates the school's compliance with the Standards. The ABA standards may be found at:

[http://www.americanbar.org/groups/legal\\_education/resources/standards.html](http://www.americanbar.org/groups/legal_education/resources/standards.html) .

*Bringing a complaint.* A student who seeks to bring a complaint that directly implicates the

school's compliance with the Standards may do so by the following: (1) Complete and submit a written complaint form that sets forth with particularity the ABA standard or standards as to which the student has concerns about non-compliance; (2) Submit the form by email, in person, or by U.S. Mail to the Assistant Dean for Academic Affairs.

*Process after submitting:* The Associate Dean of Academic Affairs or his or her designee shall respond to the complainant within three (3) business days to acknowledge receipt of the complaint. Acknowledgement may be made by email, U.S. mail, or by personal delivery. Within two weeks of acknowledging the complaint, the Associate Dean or designee shall meet with the complainant or provide a written response to the substance of the complaint. The complainant should receive a response to the complaint during the meeting or in writing, informing the complainant about the steps that are being taken by the law school to investigate or address the complaint. If additional investigation is necessary, the complainant shall receive a substantive response within two weeks after the investigation has been concluded.

*Appeal.* After the complainant receives a substantive response, setting forth what action the law school will take regarding the complainant has the right to appeal the decision to the Dean of the College of Law. The decision of the Dean is final.

*Maintaining a Record of the Complaint:*

The Law School will maintain a written copy of the complaint and the resolution of the complaint for eight (8) years from the date of the final resolution of the complaint.