

Student Complaints Concerning Compliance with ABA Standards

In accordance with ABA Standard 510, any Delaware Law student who wishes to bring a formal complaint to the administration regarding a significant problem that directly implicates the law school's compliance with the ABA Standards may do so by submitting a written complaint describing in detail the matter complained of and how it implicates the law school's compliance with a particular ABA Standard to the Office of Student Affairs. The complaint must identify the ABA Standard at issue. The written complaint may be delivered via email, U.S. mail, fax or personal delivery. The written complaint must provide the complaining student's name, email address, and current mailing address and phone number.

Once a written complaint that complies with the above requirements is received, the following procedures will be followed:

1. The Associate Dean for Student Academic Affairs, or the Associate Dean's designee, will acknowledge the complaint within three (3) business days of receipt of the written complaint. Acknowledgement may be made via email, U.S. mail or personal delivery.
2. Within fourteen (14) business days of acknowledgment of the complaint, the Associate Dean for Student Academic Affairs, or the Associate Dean's designee, will respond to the substance of the complaint, either in writing or in person. This response will either be a substantive response to the complaint or information about what steps are being taken by the law school to address the complaint or further investigate the matter.

Appeal Process

1. After the complaining student has been advised of the outcome or resolution of the complaint, the complaining student may appeal the decision to the Office of the Dean. The appeal must be made in writing within fourteen (14) business days of the substantive response to the complaint.
2. Any decision made on appeal by the Dean shall be final.

Maintaining a Written Record of the Complaint

A copy of the complaint and a summary of the process and resolution of the complaint shall be kept in a confidential manner in the Office for Student Affairs for a period of ten (10) years from the date of final resolution.