

SOUTHWESTERN LAW SCHOOL

L O S A N G E L E S

Student Concerns Policy

Revision history: Formerly a part of the annually revised Student Handbook. Established as a standalone policy August 2022.

Related policies: [LIST POLICIES].

Scheduled Review Date: June 2024 (Dean of Students and Diversity Affairs Office)

A. General Student Concerns

Southwestern Law School takes concerns and complaints regarding the institution very seriously. A student who has a concern or complaint that is not otherwise addressed by a specific policy or procedure in this Handbook may meet with the Dean of Students or address them in writing to the Dean of Students. A written response will normally be provided within 10 to 15 working days after receiving the written complaint. Concerns or complaints by residents pertaining to The Residences at 7th should be directed to the resident manager or other representatives of Peak Campus Management, LLC at housing@swlaw.edu or Ext. 5500.

B. Complaints Implicating ABA Standards Policy – ABA Standard 510

As an ABA-accredited law school, Southwestern Law School must comply with the American Bar Association Standards for Approval of Law Schools (“ABA Standards”). The ABA Standards may be found at http://www.americanbar.org/groups/legal_education/resources/standards.html. Any Southwestern student who wishes to bring a complaint to the attention of the law school of a significant problem that directly implicates the school’s program of legal education and its compliance with the ABA Standards should take the following steps:

1. Submit the complaint in writing to the Vice Deans. If the Vice Deans are not available, then to the Dean of Students (collectively “administrator”). The writing may be in the form of an e-mail, U.S. mail, or by personal delivery.
2. 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 program of legal education and its compliance with a specific ABA Standard(s).

3. The writing must provide the student's name, e-mail address, and street address for further communication about the complaint.

If the administrator determines that the complaint directly implicates the law school's program of legal education and its compliance with an ABA Standard, the school will employ the following process in response:

1. 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 substance of the complaint in writing. In this meeting or in this writing, the administrator will provide a substantive response to the complaint, or information about steps being taken by the law school 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.
2. Within 60 calendar days of receiving a decision, students may appeal a decision on complaints to the Dean of the law school. 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.
3. A copy of the complaint and a summary of the response and resolution of the complaint will be kept by the law school in compliance with the ABA Standards.

C. Additional Resource for Address of Complaints

Southwestern Law School has contracted with the Bureau for Private Postsecondary Education (Bureau) in accordance with California Education Code Section 94874, for the Bureau to review and act on complaints concerning the institution. An individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The Bureau may be contacted at:

2535 Capital Oaks Drive, Suite 400
Sacramento, CA 95833
Telephone (916) 431-6924
Fax (916) 263-1897
<http://www.bppe.ca.gov>

The Bureau accepts all types of complaints related to contracting educational institutions and may refer any complaint it receives including complaints related to institutional policies or procedures, or both, to Southwestern Law School, an accrediting agency, or another appropriate entity for resolution. More information concerning the Bureau's complaint procedure can be found at: <https://bppe.ca.gov/enforcement/complaint.shtml>. The law school provides this information in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated in CFR 34 § 600.9, and the California Education Code § 94874.9.