

V. STUDENT CONCERNS POLICY

California Western School of Law takes student concerns seriously. Student concerns involving (1) the American with Disability Act (ADA) Accommodations, (2) Honor Code Violations, (3) Title IX, and (4) Discrimination and Harassment must be addressed under the procedures that appear in previous sections of this Student Handbook. This Student Concerns Policy provides the procedures for addressing any student concern regarding California Western School of Law that is not governed by any of the above-mentioned procedures.

A student may not apply this Student Concerns Policy to contest or otherwise to re-litigate: (1) a student concern that has been addressed under any of the above-mentioned procedures or (2) the application of an Academic Policy. A student may apply this Student Concerns Policy to address any student concern that directly implicates the Law School's program of legal education or its compliance with the ABA Standards and Rules of Procedure for Approval of Law Schools, the Western Association for Schools and Colleges Standards, or the laws of the State of California.

Procedures before filing a concern under the Student Concerns Policy

The Law School encourages students to consult with the Assistant Dean for Student Affairs to determine whether a student concern should be addressed under this Student Concerns Policy or under any of the above-mentioned procedures. The Law School also encourages students to discuss their concern(s) with the person(s) directly involved before filing a concern under the Student Concerns Policy.

Filing a concern under the Student Concerns Policy

A student must submit to the Assistant Dean for Student Affairs (or designee) a writing that includes, but is not limited to, the nature of the student's concern, the identity of the persons involved, the dates and specifics of any relevant events, the identify of any potential witnesses, a summary of any communications intended to resolve the concern, and any other information that the student believes would aid a fact finder.

The Assistant Dean for Student Affairs (or designee) will review the student's written concern to determine if it provides sufficient information, and, if it does not, then the Assistant Dean will discuss with the student any deficiencies in the student's written concern. The Assistant Dean (or designee) will determine when a student's written concern is complete and will then provide the student with the Law School's written acknowledgement of its receipt of the student's written concern. The Assistant Dean (or designee) will discuss with the student whether the Assistant Dean (or designee) can resolve the student concern or work with the student towards a resolution of the student concern.

Law School response and decision

The Assistant Dean for Student Affairs (or designee) will provide the student (and involved parties) with the Law School's written response within 15 business days of the Law School's acknowledgment of its receipt of the student's written concern (unless the Assistant Dean (or designee) informs the student and involved parties that additional time is needed). If the student determines that the Law School's written response cannot or does not remedy the student

concern, the student may request that the Assistant Dean (or designee) refer the student concern to the Dean of Students.

The Dean of Students will provide the student (and involved parties) with the Law School's written final decision (including an explanation of the basis for the decision) within 30 business days of the Law School's acknowledgement of its receipt of the student's written concern (unless the Dean of Students informs the student and involved parties that additional time is needed).

Additional information for student concerns regarding ABA Standards and Western Association for Schools and Colleges Standards

If a student's concern related to the Law School's compliance with academic program quality and accreditation standards as required by the American Bar Association (ABA) and the student has exhausted all steps described in the Student Concerns Policy, the student may contact the ABA:

https://www.americanbar.org/groups/legal_education/accreditation/complaint_procedures/

If a student's concern related to the Law School's compliance with the **Western Association for Schools and Colleges (WASC)** Standards, the student's written concern must clearly identify the student making the concern and provide significant support that the Law School has violated the rules as stated in the Commission's Standards.

Information can be found at <https://www.acswasc.org/acs-wasc-complaint-process/>.

If a student's concern is not resolved through the above-mentioned internal procedures or through the ABA, the student may contact the California State Bureau for Private Postsecondary Education ("Bureau") for review of a concern or complaint. The Bureau may be contacted at:

Address: 1747 N. Market Street, Suite 225
Sacramento, CA 95833
Telephone: (916) 574-8900
Fax: (916) 263-1897
Website: www.bppe.ca.gov

Anti-retaliation Provision

Students should be reassured that all members of the Law School community are prohibited from retaliating against an individual who files a concern or grievance. Any form of retaliation is a violation of this Student Concerns Policy and must be reported immediately to the Dean of Students, the Vice Dean of Academic Affairs, or the Dean. Any person found to have retaliated against another individual for filing a concern or grievance will be subject to disciplinary action.

Maintenance of Records of Concern

Except as otherwise provided under Law School policy, the Law School shall maintain a complete, written record of each written concern or grievance and how it was investigated and resolved. These records shall be maintained in a confidential manner in the office of the Dean of Students for five years from the date of the resolution (unless new circumstances dictate that the file should be maintained for a longer period of time).

Effective Date: The California Western School of Law Student Concern Policy is effective as of August 15, 1994, and updated as of Fall 2023.