

As an ABA-accredited law school, University of Houston Law Center is subject to the ABA Standards for Approval of Law Schools. The ABA Standards may be found at http://www.americanbar.org/groups/legal_education/resources/standards.html. Any student at the law school who wishes to bring a written complaint to the administration 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 do the following:

1. Submit the complaint in writing to the Associate Dean for Student Affairs. If the Associate Dean for Student Affairs is not available, then submit the complaint to the Director of Student Services. The writing may be delivered in any manner, including, U.S. mail, fax, or hand delivery. All complaints shall be retained for at least seven years or until the next accreditation of the Law Center.
2. If the complaint identifies the person complaining, the Associate Dean for Student Affairs or the Director of Student Services will acknowledge the complaint within three business days of receipt of the written complaint. Acknowledgment may be made by email, U.S. mail, FAX or by personal delivery.
3. Within two weeks, the administrator, or the administrator's designee, shall address the complaint, and when the student is identified offer to meet with the complaining student. If there is a meeting, the student will either receive 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 complaint.

If further investigation is needed, when the investigation is completed, the student shall be provided a response to the complaint explaining what steps are being taken by the law school to address the complaint within two weeks after completion of the investigation. If the complaint is anonymous or the student chooses not to meet, the complaint should be addressed within similar time periods. A writing describing the resolution of the complaint shall be retained with all complaints.

4. Appeals regarding decisions on complaints may be taken to the Dean of the law school.