

Law Center Policy Statement Number: PS-48LC
Title/Topic: Disposition of Student Complaints

Student Complaints

The Law Center recognizes two forms of student complaints: formal and informal. The Law Center recognizes two categories of student complaints: those regarding academic matters and those regarding non-academic matters. Further, the Law Center recognizes that some complaints are governed by other policies and procedures promulgated by LSU A&M or by the Dean of the Law Center. For example, routine complaints concerning grades are governed by the policy on grade grievances set forth in the current LSU Law Catalog. Complaints regarding matters falling within the scope of those policies must be handled in accordance with the procedures outlined in those policies. Complaints regarding matters not within the scope of those policies must be handled in accordance with the following procedures.

I. Formal and Informal Student Complaints

An informal complaint is a complaint, whether anonymous or not, made orally or in some written format other than the written format prescribed in this memorandum. Such complaints may be considered by the appropriate member of the Law Center administration. However, no formal response to the complaining student will be forthcoming nor will any record of the complaint be maintained unless the Dean directs otherwise.

A formal complaint is a complaint submitted in written form which conforms to and complies with the written form adopted in this policy. The written complaint shall contain a clear and concise statement of the essential facts establishing the complaint. The complaint shall be signed by the student making the complaint and shall identify the student and provide information enabling the Law Registrar to contact the student. The written complaint shall be submitted to the Law Registrar, who shall promptly provide a copy of the complaint to the Dean. The Dean shall review all formal complaints and may take such action to investigate and dispose of the complaint as the Dean deems appropriate, including, without limitation, referring the complaint for investigation and/or recommended disposition to the appropriate committee or personnel responsible for supervision of the aspect of the Law Center program, policy, or personnel about which the complaint is filed. Following disposition, the Dean shall notify the Law Registrar of the disposition and the Law Registrar shall notify the student filing the formal complaint of the disposition.

A log reflecting the filing, referral, and disposition of all formal complaints shall be maintained by the Law Registrar.

II. Procedures for Determination of Facts and Disposition of Formal Complaints

In addition to the factual statement submitted by the student making the complaint, the Dean and any Law Center personnel or committee charged with investigating and/or recommending disposition of the complaint shall consider any additional documentary material such as written statements, affidavits, or other documentary evidence submitted by the student or by the Law Center personnel responding to the allegations of the complaint. If necessary to achieve a fair disposition of the matter at issue, the Dean and/or any committee or personnel charged with investigating and/or recommending disposition of the complaint may hear oral statements of witnesses who are either identified by the student or the responding Law Center personnel or who are determined by the Dean or the investigating committee or personnel to have information bearing on the merits of the complaint.

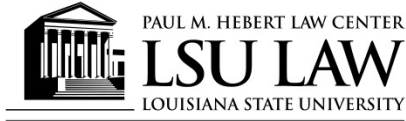
III. Review of Disposition

The student who files a formal complaint may petition the Dean for review of any factual findings and recommended disposition of the student's complaint if a committee or Law Center personnel are charged by the Dean with investigating and/or recommending disposition of the complaint. The petition to the Dean for review shall be filed within 10 days of the student's receipt of notice of the recommended disposition of the complaint.

The petition for review shall set forth the factual basis for the complaint; any objection to any factual findings regarding the complaint and the factual basis for the objection; and the reason why the recommended disposition of the student's complaint would be arbitrary, capricious, unreasonable, or disproportionate.

The Dean may consider the merits of the petition for review if submitted in a timely fashion and may make such disposition of the petition for review as the Dean deems appropriate. If a petition for review is not submitted in a timely fashion, the Dean may decline to consider the petition or to grant any relief based on the petition.

If an LSU A&M policy or another LSU Law Center policy governs the review or disposition of the complaint, the Dean shall proceed in accordance with that policy.



The LSU Law Center is very much interested in your comments, complaints, questions, and suggestions. Any comments or concerns you have about our policies, procedures, etc., are appreciated and will be considered.

Please complete the following form. While you may submit an anonymous comment or suggestion, we will only respond to formal complaints if you provide your name and contact information.

Name: _____

Email: _____

Phone number: _____

Affiliation: (*please check one*)

- Law Student
- Law Faculty
- Law Staff
- Law Alumni
- Other (*specify*)

Your Concern/Comment:

Date _____