

## “Complaints” Under ABA Standard 510

### Thurgood Marshall School of Law ABA Standards Student Complaint Policy and Procedures

TMSL is an ABA-approved law school and must comply with the ABA Accreditation Standards found at:

[http://www.americanbar.org/groups/legal\\_education/resources/standards.html](http://www.americanbar.org/groups/legal_education/resources/standards.html)

An interpretation of Standard 510(c) provides: “A ‘complaint’ is a communication in writing that seeks to bring to the attention of the law school a significant problem that directly implicates the school’s program of legal education and its compliance with the Standards.”

This policy and procedure apply only to complaints that directly implicate the law school’s program of legal education and its compliance with ABA Standards. The Student ABA Complaint Form is located at [www.tsulaw.edu](http://www.tsulaw.edu).

1. Fill out the form and submit the completed form to the Office of the Assistant Dean for Student Development.
2. The complaint should list all involved: name(s), date(s), time, place and description of the circumstances that is the subject of the complaint.
3. The form should indicate that it is an ABA Standard 510 Complaint.
4. The complaint should explain how the matter directly implicates the law school’s program of legal education and its compliance with a specific ABA Standard or Standards. It should explicitly state which ABA Standards are implicated.
5. The form must be signed and dated,
6. The student shall file the complaint with the Assistant Dean for Student Development: in person, email at [vmouton@tmslaw.tsu.edu](mailto:vmouton@tmslaw.tsu.edu); or U.S. Postal Service: Texas Southern University Thurgood Marshall School of Law, 3100 Cleburne Houston, TX 77004, Attention: Dean Mouton.

### Procedures:

1. The Assistant Dean for Student Development will acknowledge the complaint within three business days of receipt by email, personal delivery, or U.S. Postal Service.
2. Within 5 business days of acknowledgement of the complaint, the Assistant Dean for Student Development shall respond to the substance of the complaint, either in writing or in person, and state what steps are being taken by the law school to address the complaint. If further investigation is needed, it shall be carried out. At the conclusion of the investigation, the student will be provided with a substantive response to the complaint within 10 business days after completion of the investigation.

### Appeals

1. Any appeal shall be brought before the Associate Dean for Academic Affairs within 5 business days from the date of the student's receipt of the response.
2. Any appeal from the decision of the Associate Dean for Academic Affairs shall be brought before the Dean of the Law School within 5 business days from the date of response. The decision of the Dean will be final.

### Records

1. A copy of the complaint and resolution shall be kept in the Office of Student Affairs for eight years.
2. A log of all complaints and resolutions shall be kept in the Office of Student Affairs for eight years.

### Non-Retaliation

The law school will not retaliate against any person who files a complaint under this policy. Nor will the law school permit any faculty member, administrator, employee, trustee, or student to do so.

**TMSL STUDENT COMPLAINT FORM  
REGARDING ABA STANDARD 510**

**(all other complaints shall be filed with the law school complaint form)**

Name \_\_\_\_\_ 1L, 2L, 3L                      Date \_\_\_\_\_

Phone \_\_\_\_\_ TSU ID# \_\_\_\_\_                      E-mail \_\_\_\_\_

**ABA STANDARD 510 COMPLAINTS**

**I. STATE THE SPECIFIC ABA STANDARD IMPLICATED \_\_\_\_\_**

**II. Describe in detail the behavior, program, process or other matter at issue: (you may attach an additional page if necessary)**

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**III. State how the matter stated above directly implicates the law school's program of legal education and its compliance with the ABA Standard you noted above. (you may attach an additional page if necessary)**

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Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_