

Student Complaint Policy

The [ABA Standards for a Program of Legal Education](#) require that accredited law schools provide students with an opportunity to notify the administration of a significant problem that directly implicates the Law School's program of legal education and its compliance with the ABA Standards. The procedures for filing and addressing such complaints at Duke Law School are as follows:

Filing a Complaint

1. A student who wishes to file a formal complaint must submit a written statement (hard copy or email) to the Office of Student Affairs via the Assistant Dean for Student Affairs or the Assistant Dean for Academic Advising.
2. The writing must describe in detail the behavior, program, or process complained of, and demonstrate how it implicates the Law School's program of legal education and its compliance with an identified ABA standard.
3. The writing must provide the name of the student submitting the complaint and the student's official Duke Law School email address. A complaint may not be submitted without this identifying information.

Addressing a Complaint

1. The Assistant Dean to whom the complaint is submitted should acknowledge the complaint in writing within three business days of receipt of the written complaint. Written acknowledgement may be made by email, personal delivery, or delivery to the student's Law School mail folder.
2. Within two weeks of acknowledgment, the Assistant Dean shall meet with the complaining student or respond to the complaint in writing. In this meeting or writing, the Assistant Dean will provide a substantive response to the complaint, or information about what steps are being taken by the administration to address the complaint or further investigate the complaint with the cooperation and assistance of appropriate faculty members and administrators if necessary.
3. If further investigation is needed, the Assistant Dean shall notify the student when the investigation is complete with a substantive response to the complaint.

Appeals Process

If the student is not satisfied with the response from the Assistant Dean, he or she may appeal to the Associate Dean for Academic Affairs and the Dean of the Law School. The appeal must be made within two weeks of the date of the substantive response. Any decision made on appeal by the Associate Dean and the Dean shall be final.

Record of the Complaint

The Assistant Dean to whom the complaint is submitted shall keep a record of the complaint and subsequent communications, to include documentation of the final resolution, in a confidential manner from the date of the final resolution through the date of the next Law School accreditation.