

C|M|LAW STUDENT BAR ASSOCIATION

POLICY ON STUDENT COMPLAINTS IMPLICATING ABA COMPLIANCE

A. Reporting a Complaint

As the representative body for students of Cleveland-Marshall College of Law, the Student Bar Association (SBA) wishes to know of all complaints students may have that directly implicate the law school's program of legal education and its compliance with the Accreditation Standards of the American Bar Association (ABA). The ABA Accreditation Standards can be accessed [here](#). Any student having such a concern should submit a complaint in writing to the Ombudsman of the Student Bar Association. The complaint should state the facts that form the basis for the complaint and how the matter implicates the law school's program of legal education and its compliance with the ABA standards.

The Ombudsman shall report the student complaint to the SBA Executive Board at the first meeting of the Executive Board after receipt of the student complaint. Regardless of the timing of the Ombudsman's report to the Executive Board, the Ombudsman shall submit the complaint to the Associate Dean of Administration no later than 10 business days after its date of submission by the complainant and shall notify the complainant of the submission. If the complainant has not received notification after 10 business days following submission of the complaint, the complainant may submit the complaint directly to the Associate Dean for Administration.

B. Investigation of the Complaint

When a written complaint has been submitted to the Associate Dean of Administration in accordance with Section A, the SBA Senate may investigate as soon as possible, but in no event later than 20 business days after the submission of the written complaint to the Associate Dean for Administration.

C. SBA Advocacy for Complainant

The SBA Senate may advocate on behalf of the complainant. If SBA Senate chooses to advocate on behalf of the student, SBA Senate shall have access necessary for effective advocacy to the Associate Dean for Administration, or the appropriate administrator, administrative body, the Dean, or an administrative official designated by the Dean (the "Dean's designate") to whom the matter be referred. SBA Senate may continue its advocacy on behalf of the complainant during any appeal the complainant may make.