

Student Complaints Concerning the Program of Legal Education

As an American Bar Association accredited law school, Maine Law is governed by the [ABA Standards](#) for Approval of Law Schools. ABA Standard 510 requires law schools to establish, publish, and comply with policies for addressing student complaints. A complaint for purposes of Standard 510 is defined as a communication in writing regarding a significant problem that directly implicates the program of legal education and its compliance with the ABA Standards.

For complaints that do not allege a significant problem with a specific ABA standard, students may utilize the [Bias Incident and Community Reporting Form](#), other available [reporting forms](#), or contact the Dean of Students.

Complaint Procedure

Any student at Maine Law who wishes to bring a complaint to the Law School administration alleging a significant problem that directly implicates the program of legal education and its compliance with the ABA Standards must submit the complaint in writing to the Dean of Students using [this form](#). The complaint must provide the following information:

1. The complaining student's name, maine.edu email address, phone number, and street address;
2. The details of the significant problem, behavior, program, process or other matter that is the subject of the complaint; and
3. An explanation of how the matter implicates Maine Law's program of legal education and its compliance with a specific identified ABA standard.

The complaint must also be submitted via online form and dated. If the complaint form does not contain the required information, the student will be asked to resubmit the form or withdraw the complaint.

Investigation and Resolution

The Law School will follow the procedure outlined below when responding to complaints made regarding the program of legal education.

1. The Dean of Students' Office will acknowledge receipt of the complaint via email within ten (10) business days.
2. Once receipt of the complaint has been acknowledged, the Dean of Students may lead the investigation, response, and resolution of the matter or delegate this responsibility to a member of the Law School administration, staff, or faculty.
3. The designated Law School representative will conclude the investigation no later than twenty (20) business days after acknowledgment of the complaint was sent. If the Law School representative determines that further investigation is needed, the representative may extend the investigation an additional twenty (20) business days and notify the student by email.
4. Upon completion of the investigation, the Law School representative should respond to the student via email within ten (10) business days detailing any findings, decisions, or actions taken relating to the matter.

- a. If the representative determines the complaint adequately alleged a significant problem that directly implicates the Law School's compliance with the ABA Standards the response should include a detailed description of the substantive response to the complaint, a description of what steps are being initiated to address the complaint, or a plan outlining further steps to investigate the complaint.
- b. If the representative determines the complaint does not allege a significant problem that directly implicates the Law School's compliance with the ABA Standards the representative will dismiss the complaint and notify the student by email. This notice should explain the decision to dismiss the complaint and, if appropriate, refer the student to other reporting mechanisms.

Maine Law must maintain a written record of all complaints and related communications.

Appeal of Decision

The student may appeal the representative's determination to the Dean or the Dean's designee. The appeal should contain the information submitted in the original complaint and the basis for appeal. The Dean or the designee will respond to the student within twenty (20) business days of receiving the appeal. There is no further right to appeal.

Written Record of Complaint

A record of all student complaints made pursuant to this policy and the Law School's response will be retained by the Dean of Students' Office until the next comprehensive site visit by the ABA.

Non-Retaliation

The Law School and its representatives will not retaliate in any way against an individual who makes a complaint under this policy.

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