



Grievance/Complaint Policy

Taft Law School's (TLS) grievance policy emphasizes the importance of all parties making good-faith efforts to resolve issues before initiating a formal grievance. This policy applies to all TLS students, administrators, and faculty.

Grievances may include, but are not limited to, administrative issues, financial issues, technical issues, faculty performance, grading, program content, program effectiveness/expectations, or library services. TLS will review all grievances in a timely, fair, and equitable manner.

Informal Resolution

The complainant is encouraged to resolve the issue informally with the faculty, administrator, or staff member involved.

Formal Grievance Filing

Step 1: If a prompt resolution cannot be achieved through informal discussion, the complainant should document their complaint in writing and submit it to the Director of Student Services. The student can access the complaint form on the TLS website by clicking [HERE](#). It is important that the formal grievance clearly and concisely outlines the issue, the desired resolution, and the reasons for the request. Supporting documentation or information should also be provided.

Within 10 working days of receiving the complaint, the Director of Student Services will conduct an initial review of the grievance and convene appropriate members of the faculty, administration, and the Associate Dean to arrive at a resolution. Additional information may be requested from the complainant, which should be provided within 15 days. If the requested information is not received within the required timeframe, the complaint may be considered abandoned.

Step 2: If the complaint is not satisfactorily resolved in Step 1, the complainant may file a written appeal within five working days to be reviewed by the Taft Law School Dean. In the rare instance where a complaint issued is about the Dean, the complaint will be reviewed by the president of WHTU.

All previously presented information must be included with the appeal, along with any new information or supporting documentation. The decision will be rendered in writing within 30 days of the written appeal and will notify all concerned parties. The appeal decision shall be final.

In all cases, TLS will take follow-up action as necessary based on the review and the decisions rendered. The complainant will be kept informed of progress throughout the grievance process. Records of all formal grievance filings are kept in the student file at the school.



TAFT LAW SCHOOL

THE TAFT UNIVERSITY SYSTEM

Any complainant who does not believe their grievance has been satisfactorily resolved may lodge a complaint with the Distance Education Accrediting Commission or the California Bureau for Private Postsecondary Education (BPPE)

Any current or former student of Taft Law School who believes that the organization, or anyone representing TLS, has acted unlawfully, has the right to file a complaint with the following agencies. The contact information for these agencies is listed below.

Distance Education Accrediting Commission (DEAC)

1101 17th Street, NW, Suite 808, Washington, D.C. 20036

Phone: 202-234-5100

The DEAC Policy on Complaints can be accessed at:

<http://www.deac.org/Student-Center/Complaint-Process.aspx>

California Students Only

California Bureau for Private Postsecondary Education (BPPE)

1747 North Market, Suite 225

Sacramento, CA 95834

[www.bppe.ca.gov](www.bppe.ca.gov)

<https://www.bppe.ca.gov/enforcement/complaint.shtml>