

Roger Williams University prospective students may report all complaints to the Vice President for Enrollment Management, One Old Ferry Road, Bristol, RI 02809.

Roger Williams University School of Law prospective students may report all complaints to the Assistant Dean of Admissions, 10 Metacom Avenue, Bristol, RI 02809.

Roger Williams University students may report complaints to the applicable vice president, dean, or department head having jurisdiction over the matter. For example, academic matters may be reported to the dean of the applicable school and student matters may be reported to the Dean of Students. Contact information for vice presidents, deans and department heads is located on Roger Williams University's website <http://www.rwu.edu/>.

Roger Williams University School of Law students may report complaints to the applicable department head having jurisdiction over the matter. For example, academic matters may be reported to the Associate Dean for Academic Affairs and student matters may be reported to the Assistant Dean of Students. Contact information for deans and department heads is located on the website <http://law.rwu.edu/>. Student accreditation standards complaints may be reported pursuant to the procedures specified in Section 716 of the School of Law Student Handbook.

External Complaint Process

If a complaint is not resolved satisfactorily internally or if the internal complaint process is not utilized, a student or prospective student may file a complaint with the State Office of Higher Education and/or accreditor.

The Rhode Island Department of Attorney General has established the following complaint process related to receiving and resolving complaints for all institutions that are legally authorized to provide post-secondary higher education in Rhode Island that are not subject to regulation by the Rhode Island Department of Education or other state agency:

Violations of state consumer protection laws (e.g., laws related to fraud or false advertising) will be referred to the Consumer Protection Unit within the Department of Attorney General and shall be reviewed and handled by that Unit.

Violations of state laws or rules related to approval to operate or licensure of post-secondary institutions will be referred to the appropriate Division within the Department of Attorney General and shall be reviewed and handled by that Division.

Complaints relating to quality of education or accreditation requirements shall be referred either to NEASC, the entity with primary responsibility for accreditation of Rhode Island institutions of higher education, or a specialized accreditor with oversight of particular programs.

Contact information: Rhode Island Department of Attorney General
150 South Main Street
Providence, RI 02903
Telephone: (401) 274400
Web: <http://www.riag.ri.gov>

NEASC responds to complaints regarding allegations of institutional conditions that raise significant concerns. NEASC is available at http://cihe.neasc.org/downloads/POLICIES/Pp11_Consideration_of_Complaints.pdf

Contact information: New England Association of Schools and Colleges
Commission on Institutions of Higher Education
3 Burlington Woods Drive, Suite 100
Burlington, MA 01803-5114
Telephone: (781) 423785
Facsimile: (781) 425001
Web: <http://cihe.neasc.org>

The ABA has designed a complaint process to bring to the attention of the ABA any facts and allegations that may indicate that an approved law school is operating its programs of legal education out of compliance with the standards. Information on how to file a complaint is available at http://www.americanbar.org/groups/legal_education/resources/accreditation/complaint_procedures.html.

Contact information: Office of the Consultant on Legal Education
American Bar Association
321 N. Clark Street, 2nd Floor
Chicago, IL 60654
Telephone: (800) 285221
Web: <http://www.americanbar.org>

Students and prospective students that reside outside of Rhode Island and are enrolled in or have contacted the University requesting information concerning admission to the Learning Program may also file complaints with their state approval or licensing entity and any other relevant state official or agency that would appropriate information for out-of-state agencies is available at <http://www.sheeo.org/sites/default/files/Complaint%20Process%20Links%202012.pdf>