

## Grievance and Complaint Processes

Loyola University New Orleans online students have access to all the grievance and complaint processes that Loyola on-campus students have.

Academic grievance and complaint policies are found under Academic Regulations in the University Bulletin, (<http://2016bulletin.loyno.edu/academic-regulations>). The actual procedure will depend on the nature of the grievance or complaint.

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| Academic Grievance Procedure           | <a href="http://2016bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages">http://2016bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages</a>               |
| Classroom Discipline                   | <a href="http://2016bulletin.loyno.edu/academic-regulations/enrollment-and-registration">http://2016bulletin.loyno.edu/academic-regulations/enrollment-and-registration</a>                       |
| Exclusion or Dismissal with Cause      | <a href="http://2016bulletin.loyno.edu/academic-regulations/enrollment-and-registration">http://2016bulletin.loyno.edu/academic-regulations/enrollment-and-registration</a>                       |
| FERPA                                  | <a href="http://2016bulletin.loyno.edu/academic-regulations/privacy-student-records-student-rights">http://2016bulletin.loyno.edu/academic-regulations/privacy-student-records-student-rights</a> |
| Grade Appeals                          | <a href="http://2016bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages">http://2016bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages</a>               |
| Plagiarism/Academic Honor Code Appeals | <a href="http://2016bulletin.loyno.edu/academic-regulations/academic-honesty-and-plagiarism">http://2016bulletin.loyno.edu/academic-regulations/academic-honesty-and-plagiarism</a>               |

Discrimination and harassment policies, procedures, and complains are handled through the Office of Student Affairs (<http://studentaffairs.loyno.edu/>).

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| Discrimination/Harassment    | <a href="http://studentaffairs.loyno.edu/student-inquiries-and-non-academic-complaints">http://studentaffairs.loyno.edu/student-inquiries-and-non-academic-complaints</a> |
| Sexual Assault or Harassment | <a href="http://studentaffairs.loyno.edu/sexual-assault-or-harrasment">http://studentaffairs.loyno.edu/sexual-assault-or-harrasment</a>                                   |

Loyola encourages students attempting to resolve issues or complaints to first discuss the matter with the individual most directly responsible for the decision in question.

Online students who decide to register a complaint with Loyola, may use the general student complaint form posted on LORA (<https://lora.loyno.edu/>) or they may complete their college [Complaint Form](http://css.loyno.edu/sites/css.loyno.edu/files/Complaint%20Form_1.pdf) ([http://css.loyno.edu/sites/css.loyno.edu/files/Complaint%20Form\\_1.pdf](http://css.loyno.edu/sites/css.loyno.edu/files/Complaint%20Form_1.pdf)) (This form is not to be used for grade appeals, academic sanctions or discipline/conduct matters.) Submit the form to the Dean of the College of Social Sciences.

**Email:** [rwhite@loyno.edu](mailto:rwhite@loyno.edu)

**Mailing Address**

College of Social Sciences  
Loyola University New Orleans  
6363 St. Charles Ave.

Campus Box 42  
New Orleans, LA 70118

In addition to the above University procedures for addressing student complaints, the US Department of Education requires that each institution offering online programming provide contact information for students who wish to file complaints through their home states.

### **SARA Student Complaints-Louisiana Board of Regents**

States operating under the [State Authorization and Reciprocity Agreement \(SARA\)](#) have agreed to allow their SARA state portal agency investigate and resolve any complaints that have not been resolved through an institution's own procedures for resolution of grievances. Loyola has been an approved SARA institution in Louisiana since June 2016.

If you are a Loyola online student and live outside of Louisiana in a state currently participating in SARA, and you are unable to resolve a complaint with the Loyola, or you feel that not all issues were resolved with the final disposition of the Loyola, you may appeal to the Louisiana Board of Regents.

To find out if the state in which you reside is a SARA state, please visit the National Council for SARA website at [www.nc-sara.org](http://www.nc-sara.org). If you reside in Louisiana or in a SARA state, the links to the information you will need to file your formal complaint with the Louisiana Board of Regents ([regents.louisiana.gov/utility-navigation/students/](http://regents.louisiana.gov/utility-navigation/students/)) follow:

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| <a href="#">Louisiana SARA Student Complaint Process</a> (read this first) |
| <a href="#">Louisiana SARA Student Complaint Form</a>                      |

If your state does not participate in SARA, click on the link to the [State Contact List for Student Complaints](#) (<http://www.loyno.edu/jump/online/documents/State-Contact-Info-for-Student-Complaints.pdf>) to find the agency to contact in your state. Most states, including Louisiana, require that you begin the complaint process at the university before taking further action.