

Grievance and Complaint Processes
Available to Loyola University New Orleans Online Students

Loyola University New Orleans online students have access to all the grievance and complaint processes that Loyola on-campus students have. A student complaint can be filed electronically from each student's [LORA](#) account. Please note: [Grade Appeals](#) and [Academic Grievances](#) follow different processes. Academic grievance and complaint policies are found under Academic Regulations in the [University Bulletin](#). The actual procedure will depend on the nature of the grievance or complaint.

Academic Grievance Procedure	http://2017bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages#academic-grievance-procedure
Classroom Discipline	http://2017bulletin.loyno.edu/academic-regulations/enrollment-and-registration
FERPA/Privacy	http://2017bulletin.loyno.edu/academic-regulations/privacy-student-records-student-rights
Grade Appeals	http://2017bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages#grade-appeals
Academic Honor Code and Plagiarism Appeals	http://2017bulletin.loyno.edu/academic-regulations/academic-honesty-and-plagiarism

Discrimination and harassment policies, procedures, and complains are handled through the [Office of Student Affairs](#).

Discrimination/Harassment	http://studentaffairs.loyno.edu/student-inquiries-and-non-academic-complaints
Sexual Assault or Harassment	http://studentaffairs.loyno.edu/sexual-assault-or-harrassment

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 from the student's LORA account (<https://lora.loyno.edu/>) or they may complete their college [Complaint Form](#). (This form is not to be used for grade or academic honesty appeals.)

Submit the form to the Dean of the College of Graduate and Professional Studies.

Email: ppearce@loyno.edu

Mailing Address College of Graduate and Professional Studies
Loyola University New Orleans
6363 Saint Charles Avenue, Campus Box 42
New Orleans, LA 70118

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

Louisiana Students:

If you are an online student living in Louisiana, you may contact the Louisiana Board of Regents, P.O. Box 3677, Baton Rouge, LA 70821-3677, Phone: (225) 342-4253, Fax: (225) 342-9318 or 6926 for assistance in filing a complaint. Students are encouraged to exhaust all appropriate internal campus processes.

<http://www.regents.la.gov/page/StudentComplaints>

Out-of-State-Online-Students

States operating under the [State Authorization and Reciprocity Agreement \(SARA\)](#) have agreed to allow their SARA state portal agency to investigate and resolve any complaints that have not been resolved through an institution's own procedures for resolution of grievances. Loyola is an approved SARA institution in Louisiana. As of 4/29/2017, only CA, FL, and MA are not SARA states.

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

<http://www.regents.la.gov/page/SARAComplaints>.

Louisiana SARA Student Complaint Process (read this first)
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Louisiana SARA Student Complaint Form

If you are a Loyola online student living in a state does not participate in SARA, click on the link to the [State Contact List for Student Complaints](#) 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.