

Loyola Institute for Ministry Extension Program Grievance Procedure
Students in Georgia

When possible, student complaints should be resolved on an informal basis without the filing of a formal grievance.

Informal Complaint Procedure: A student has ten (10) business days from the date of the incident being grieved to resolve his/her complaint informally by approaching his/her facilitator, liaison, classmate, instructor, advisor, or any other staff or faculty member directly involved in the grieved incident. If this process does not result in a resolution of the grievance, the student has the option of proceeding to the formal grievance procedure.

Complaints that fall within the learning group/classroom setting and academic policy are governed by the policies in the “Confidentiality-Consulting with Loyola,” “Academic Policy and Procedure,” and “Learning Group Discipline” sections of the *Loyola Institute for Ministry Extension Program Policy Manual*. For a resolution of issues related to these areas, a student should follow the procedures outlined in the appropriate sections of the *Policy Manual*.

Formal Complaint Procedure: When a student cannot resolve his/her complaint informally, he/she may use the formal grievance procedure. If a student chooses to file a formal complaint, it must be filed within fifteen (15) business days of the incident being grieved by means of the informal complaint procedure. The student must file a formal written grievance with the Director of the Institute for Ministry with the following information: Student name, date, learning group facilitator/sponsoring agency, brief description and date of the incident being grieved, remedy requested, signature, and a description and dates of the informal remedy attempted by student and outcome. The director or his/her designee will investigate the matter and supply a written response within fifteen (15) business days.

If the grieved incident is closely related to an incident currently being processed under any of the areas listed in the *Policy Manual* under: “Confidentiality-Consulting with Loyola,” “Academic Policy and Procedure,” and “Learning Group Discipline,” these procedures will take precedence. The grievance will not be processed until after these procedures have run their course. The director or his/her designee shall be granted an additional fifteen (15) business days to investigate the grievance once the processes in the *Policy Manual* have run their course.

Dr. Thomas Ryan, Ph.D.
Director, Loyola Institute for Ministry
6363 St. Charles Ave., Box 67
New Orleans, LA 70118
800-777-5469 or 504-865-3728
Fax: 504-865-2066
E-mail: lim@loyno.edu

Complaints not settled through the Director of the Loyola Institute for Ministry may be referred to the Dean of the College of Graduate and Professional Studies. A student may also initially submit their complaint to the dean. To register a complaint, students should supply

the information requested in the paragraph above that begins with "Formal Complaint Procedure" submit it to the Dean's Office of the College of Graduate and Professional Studies, 211 Stallings Hall, Loyola University New Orleans, 6363 St. Charles Avenue, Campus Box 42, New Orleans, LA 70118

Grievances not settled at the institutional level may be referred to:

State of Georgia
NONPUBLIC POSTSECONDARY EDUCATION COMMISSION
2082 EAST EXCHANGE PLACE
SUITE 220
TUCKER, GEORGIA 30084-5305
770-414-3300
770-414-3309 (FAX)