

Grievance and Complaint Processes

For 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.

Per the Office of Student Affairs:

In all instances involving complaints of a non-academic matter a student may make a complaint informally or formally in writing to the staff member involved in the situation. If this discussion proves unsatisfactory, the student should then consult the supervisor. Complaints that are not resolved may be addressed to the departmental director, and if necessary, at the vice president level of that division. An impartial examination of the situation will occur and a response to the complaint will be provided. Should a student desire assistance in determining the nature of the complaint and/or the appropriate staff member or department to go to in initiating the complaint, the Office of Student Affairs can provide guidance in the complaint process.

Academic Regulations

[2018-2019 University Bulletin](#)

All Loyola University New Orleans [Academic Regulations](#) can be found in the annual University Bulletin. Frequently requested policies are below:

- [Academic Grievance Procedure](#)
- [Grade Appeals](#)
- [FERPA/Privacy](#)
- [Academic Honor Code and Plagiarism Appeals](#)
- [Classroom Discipline](#)

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.

Discrimination and Harassment

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

- [Student Inquiries and Non-Academic Complaints](#)
- [Sexual Assault or Harassment](#)

General Complaints

Online students seeking to register a complaint with Loyola may use the general student complaint form available in their [LORA account](#) OR may complete their college [Complaint Form](#). This form is not to be used for grade or academic honesty appeals.

Submission:

The form may be submitted to the **Dean of the College of Nursing and Health** using one of the following methods:

Dr. Laurie Anne Ferguson

By E-mail: ferguson@loyno.edu

By Mail: Loyola University New Orleans
Campus Box #42
New Orleans, LA 70118
Attn: Dean, College of Nursing and Health

U.S. Department of Education

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 for assistance in filing a complaint. Students are encouraged to exhaust all appropriate internal campus processes.

Louisiana Board of Regents

Mailing Address: P.O. Box 3677
Baton Rouge, LA 70821-3677

Phone: 225-342-4253

Fax: 225-342-9318 or 225-342-6926

Website: <https://regents.la.gov/>

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.

If your state is currently participating in SARA and you are unable to resolve a complaint with

Loyola or you feel that not all issues were resolved, you may appeal to the Louisiana Board of Regents.

Louisiana Board of Regents

Read the process below, then complete the complaints form:

1. [Louisiana SARA Student Complaint Process](#)
2. [Louisiana SARA Student Complaint Form](#)

Main Page: <https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/>

What if my state does not participate in SARA?

If you are a Loyola online student living in a state does not participate in SARA, you will need to contact your state's organization for student complaints. Most states, including Louisiana, require that you begin the complaint process at the university before taking further action.

State Contact List for Student Complaints