

Grievance and Complaint Processes
Available to Loyola University New Orleans Online Students,
and the SARA Student Complaint Resolution Process

Loyola University New Orleans online students have access to all the grievance and complaint processes that Loyola on-campus students have. A general 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://2019bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages#academic-grievance-procedure
Classroom Discipline	http://2018bulletin.loyno.edu/academic-regulations/enrollment-and-registration#classroom-discipline
FERPA/Privacy	http://2019bulletin.loyno.edu/academic-regulations/privacy-student-records-student-rights#ferpa
Grade Appeals	http://2019bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages#grade-appeals
Academic Honor Code and Plagiarism Appeals	http://2019bulletin.loyno.edu/academic-regulations/academic-honesty-and-plagiarism
Ineligible for Financial Aid Right to Appeal (applies to UG and G) Satisfactory Academic Progress	http://2019bulletin.loyno.edu/undergraduate/financial-aid
Non-Academic Complaints and Student Inquiries	http://studentaffairs.loyno.edu/student-inquiries-and-non-academic-complaints

In addition to the above University procedures for addressing Student Complaints, 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. The Louisiana Board of Regents (LBOR) is the SARA state portal agency for Loyola University New Orleans. The Louisiana SARA complaint process follows below.

Online-Students Outside of Louisiana

If you are a Loyola online student and live outside of Louisiana in the District of Columbia, Puerto Rico, the U.S. Virgin Islands, or in any state except California 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](#). The LBOR will not hear complaints related to grade appeals or academic and disciplinary grievances.

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

Online students located in California studying with out-of-state non-profit accredited institutions [Loyola] may file complaints with the California Department of Consumer Affairs using [this link](#). For more information, call (833) 942-1120.

Online-Students in Louisiana

If you are an online student located in Louisiana, the Louisiana Board of Regents [Division of Student and Parents](#) provides the following information on filing a complaint. “If you have followed your institution’s student complaint process but have been unable to resolve your complaint, you may contact the institution’s accrediting body as well as the Louisiana Attorney General’s Consumer Protection Section. The Attorney General’s Consumer Protection Section is authorized to handle commercial and trade practices in the distribution, financing and furnishing of goods and services to or for the use of consumers. The Consumer Protection Section of the Louisiana Attorney General: PHONE: 225-326-6465 800-351-488FAX: 225-326-6499 EMAIL: ConsumerInfo@ag.louisiana.gov.”