

**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	<a href="http://2019bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages#academic-grievance-procedure">http://2019bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages#academic-grievance-procedure</a>
Classroom Discipline	<a href="http://2018bulletin.loyno.edu/academic-regulations/enrollment-and-registration#classroom-discipline">http://2018bulletin.loyno.edu/academic-regulations/enrollment-and-registration#classroom-discipline</a>
FERPA/Privacy	<a href="http://2019bulletin.loyno.edu/academic-regulations/privacy-student-records-student-rights#ferpa">http://2019bulletin.loyno.edu/academic-regulations/privacy-student-records-student-rights#ferpa</a>
Grade Appeals	<a href="http://2019bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages#grade-appeals">http://2019bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages#grade-appeals</a>
Academic Honor Code and Plagiarism Appeals	<a href="http://2019bulletin.loyno.edu/academic-regulations/academic-honesty-and-plagiarism">http://2019bulletin.loyno.edu/academic-regulations/academic-honesty-and-plagiarism</a>
Ineligible for Financial Aid Right to Appeal (applies to UG and G) Satisfactory Academic Progress	<a href="http://2019bulletin.loyno.edu/undergraduate/financial-aid">http://2019bulletin.loyno.edu/undergraduate/financial-aid</a>
Non-Academic Complaints and Student Inquiries	<a href="http://studentaffairs.loyno.edu/student-inquiries-and-non-academic-complaints">http://studentaffairs.loyno.edu/student-inquiries-and-non-academic-complaints</a>

*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.

<a href="#">Louisiana SARA Student Complaint Process</a> (read this first)
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<a href="#">Louisiana SARA Student Complaint Form</a>
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#### Online-Students in Louisiana:

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 [Division of Student and Parents](#) for assistance in filing a complaint. Students are encouraged to exhaust all appropriate internal campus processes. The LBOR will not hear complaints related to grade appeals or academic and disciplinary grievances.