

Grievance and Complaint Processes Extension Students

Loyola University New Orleans Institute for Ministry Extension students have access to all the grievance and complaint processes that Loyola on-campus students have.

Academic grievance and complaint policies are found under Academic Regulations in the University Bulletin, (<http://bulletin.loyno.edu/academic-regulations>). The actual procedure will depend on the nature of the grievance or complaint.

Academic Grievance Procedure	http://bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages
Classroom Discipline	http://bulletin.loyno.edu/academic-regulations/enrollment-and-registration
Exclusion or Dismissal with Cause	http://bulletin.loyno.edu/academic-regulations/enrollment-and-registration
FERPA	http://bulletin.loyno.edu/academic-regulations/privacy-student-records-student-rights
Grade Appeals	http://bulletin.loyno.edu/academic-regulations/grades-and-grade-point-averages
Plagiarism/Academic Honor Code Appeals	http://bulletin.loyno.edu/academic-regulations/academic-honesty-and-plagiarism

Discrimination and harassment policies, procedures, and complains are handled through the Office of Student Affairs (<http://studentaffairs.loyno.edu/>).

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

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.

Students who decide to register a complaint with Loyola may use the general student complaint form posted on LORA (<https://lora.loyno.edu/>) or they may complete their college [Complaint Form](http://gps.loyno.edu/sites/default/files/file_attach/complaint-form.pdf) (http://gps.loyno.edu/sites/default/files/file_attach/complaint-form.pdf) (This form is not to be used for grade appeals, academic sanctions or discipline/conduct matters.) 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 St. Charles Ave.

Campus Box 42
New Orleans, LA 70118

In addition to the above University procedures for addressing student complaints, the US Department of Education requires that each institution offering distance education programming provide contact information for students who wish to file complaints through their home states. See: *State Contact List for Student Complaints* to find the agency to contact in your state. (<http://www.loyno.edu/jump/online/documents/State-Contact-Info-for-Student-Complaints.pdf>) Most states, including Louisiana, require that you begin the complaint process at the university before taking further action.