

## 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.

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| Academic Grievance Procedure  | <a href="https://bulletin.loyno.edu/regulations/grades-grade-point-averages#academic-grievance">https://bulletin.loyno.edu/regulations/grades-grade-point-averages#academic-grievance</a> |
| Classroom Discipline  | <a href="https://bulletin.loyno.edu/regulations/enrollment-registration#classroom-discipline">https://bulletin.loyno.edu/regulations/enrollment-registration#classroom-discipline</a>     |
| FERPA/Privacy   | <a href="https://bulletin.loyno.edu/regulations/privacy-student-records-student-rights#ferpa">https://bulletin.loyno.edu/regulations/privacy-student-records-student-rights#ferpa</a>     |
| Grade Appeals   | <a href="https://bulletin.loyno.edu/regulations/grades-grade-point-averages#grade-appeals">https://bulletin.loyno.edu/regulations/grades-grade-point-averages#grade-appeals</a>           |
| Academic Honor Code and Plagiarism Appeals  | <a href="https://bulletin.loyno.edu/regulations/academic-honesty-and-plagiarism">https://bulletin.loyno.edu/regulations/academic-honesty-and-plagiarism</a>                               |
| Ineligible for Financial Aid Right to Appeal (applies to UG and G) Satisfactory Academic Progress | <a href="https://bulletin.loyno.edu/regulations/financial-regulations-fees-tuition">https://bulletin.loyno.edu/regulations/financial-regulations-fees-tuition</a>                         |
| Non-Academic Complaints and Student Inquiries   | <a href="https://studentaffairs.loyno.edu/student-conduct">https://studentaffairs.loyno.edu/student-conduct</a>   |

### Online Students Outside of Louisiana

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 a SARA State Portal Entity (SPE) to investigate and resolve allegations of dishonest or fraudulent activity by their SARA-participating institutions, including the provision of false or misleading information. The SPE is responsible for conducting the investigation and resolution of complaints that have not been resolved at the institutional level through an institution's own procedures for resolution of grievances.

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 (LBOR). For information on LBOR SARA Policy [click here](#). The LBOR will *NOT* hear complaints related to grade appeals or academic and disciplinary grievances. [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 provides information on filing a complaint at [this LBOR Student Complaints Process link](#).