

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

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 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.

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). The LBOR will *not* hear complaints related to grade appeals or academic and disciplinary grievances. Follow [this link](#) for information on how to file a SARA complaint with the LBOR.

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 link](#).