



POLICY STATEMENT 207 Student Complaint Procedure

Revision: 7
Last: Reviewed: July 2024
Effective: August 2, 2024

PURPOSE: The student complaint procedure was developed to deal with issues between students and employees at LSUA, including faculty and staff. The student complaint policy defines a formal procedure for addressing matters that have not resolved through informal resolution. The procedure is available to all students, whether they are taking classes on campus, at off-campus sites, or online. All students seeking redress of grievances may do so without fear of retaliation.

GENERAL POLICY:

Complaint Information

Although the primary purpose of this policy is to describe the formal steps and procedures of the student complaint policy, the University encourages informal resolution of issues. Thus, several important steps should be taken to resolve issues before they escalate to a formal complaint. In all cases, complaints are handled fairly and professionally.

A student who is unsure if a concern is a grievance or has any questions regarding the process should contact the Vice Chancellor for Enrollment and Student Engagement, or their designee, to provide additional information.

If the complaint involves sexual misconduct or Title IX, the student should report through emailing titleixcoordinator@lsua.edu or [HERE](#).

If the complaint involves a disability, please contact the Disability Services Coordinator.

If the complaint involves discrimination, the student should contact the Director of Civil Rights Compliance and Access or [HERE](#).

Academic Complaint

If a student has an academic or course-related concern, they are encouraged to resolve the matter through consultation with the faculty member. A student should first review the course syllabus and any course assignments that relate to the area of concern.

Before a formal complaint will be considered, a student must schedule an appointment with the faculty member to discuss concerns. The purpose of this meeting is to attempt to reach



an understanding and to resolve concerns in an informal, cooperative manner. If a meeting with the faculty member does not resolve the issue, the student must meet with the

department chair or director. The faculty member may also be a part of this meeting. The department chair or director should consider all information and attempt to find a mutually agreed upon solution, if possible.

Formal Academic Complaint Procedure

Step 1:

If the student or faculty member is unsatisfied with the outcome of the informal meeting with the faculty member and department chair or director, they should complete the formal Complaint Form online or [HERE](#). The request must be completed within 10 days of the concern or of the time a student could reasonably be expected to know of the concern.

This procedure will not infringe upon students' right; however, the student who has brought forward the grievance will have the responsibility at each stage of the proceeding for supporting the accusation. A low grade in itself is not the bias for an appeal, nor is the difficulty of a course or test or specific test items.

This procedure will not infringe upon the academic freedom of the instructor, including the right of the instructor to evaluate properly students' coursework and assign grades in the class. Only the instructor is empowered by the University to assign grades, unless a grade change is recommended as the final result of the formal grievance procedure outlined below.

The Dean will consider the report, talk with the student, faculty member, and any other parties relevant to the issue. The Dean will then make a recommendation in writing to both the student and the faculty member within 10 business days.

Step 2:

If unsatisfied with the outcome of the Dean's decision, the student or faculty member may appeal in writing to the Provost and Vice Chancellor for Academic Affairs. They have five business days to appeal after being notified of the Dean's recommendation.

At this point in the Academic Complaint process, the student, faculty member, or Provost may request that a Student Grievance Committee be convened, consisting of one faculty member elected by each college and two student representatives appointed by Student Government. The Student Grievance Committee will meet within 10 business days of notification of the request. Students may have an advisor (advocate, family member, faculty/staff member, or legal counsel) present during the committee hearing.

The recommendation of the committee will include a written statement and a recorded vote on that recommendation. This recommendation will be forwarded to the Provost.

If a committee is not requested, the Provost will review all materials and may choose to talk further with the student, faculty member, and any other relevant parties before making a ruling.



The Provost and Vice Chancellor for Academic Affairs will make a decision in writing to the faculty member and student within 10 business days. This decision is final.

The Provost holds the authority to change a grade. If there is a change of grade as a result of the complaint procedure, the last person to be involved in the process will complete the change of grade form.

Non-Academic Complaint

A student who seeks to address a non-academic concern regarding a faculty or staff member should follow a similar procedure by beginning with the informal process. The student must meet with the University employee and explain the concern. The purpose of this meeting is to attempt to reach an understanding and to resolve concerns in an informal, cooperative manner. If unsatisfied with the outcome of this meeting, the student may move forward with the formal complaint procedure.

Formal Non-Academic Complaint Procedure

Step 1:

If the student is unsatisfied with the outcome of the informal procedure, they should complete the formal Complaint Form online. The request must be completed within 10 days of the matter or of the time a student could reasonably be expected to know of the incident.

The immediate supervisor will consider the report, talk with the student, the University employee member, and any other parties relevant to the issue. The supervisor will then make a ruling in writing to both the student and employee within 10 business days.

Step 2:

If the student or employee is unsatisfied with the outcome of the supervisor's decision, they may appeal in writing to the appropriate Vice Chancellor. For example, if the employee member works in Academic Affairs the student should write to the Provost and Vice Chancellor for Academic Affairs; if the staff works in Admissions or Student Engagement, the student should write to the Vice Chancellor for Enrollment Management and Student Engagement; and if the staff member works in Accounting or Finance, the student should appeal to the Vice Chancellor for Finance and Administrative Services. Please reference the [organizational chart](#) to ensure which Vice Chancellor is the correct point of contact.

The Vice Chancellor will review the report and may choose to talk further with the student, staff, and any other relevant parties before making a decision. The Vice Chancellor will share the decision in writing to all relevant parties within 10 business days. This decision is final.



APPROVED: *Paul Coreil*
Paul Coreil, Ph.D., Chancellor

08/02/2024
Date