



OPERATIONAL PROCEDURE STUDENT COMPLAINT PROCEDURES

Monitoring Unit: Division of Student Affairs
Initially Issued: July 1, 2026

I. PURPOSE

To establish procedures for the submission, review, resolution, and appeal of student complaints pursuant to PS 42 Student Complaints.

II. DEFINITIONS

Business Day: Any day the University is open for normal business operations. Business days do not include weekends, official University holidays, or periods during which the University is officially closed.

Student Complaint: A complaint for which no other University policy, procedure, or appeal process exists which is submitted through the University's designated [Student Complaint Form](#) and reviewed in accordance with these procedures. Complaints including emails, letters, and voice communication not submitted through the designated Student Complaint Form are considered informational and do not require a formal response.

Student: Any person currently enrolled at LSU New Orleans, as defined by applicable University policy.

Support Person: An individual selected by a student to provide support during meetings associated with a complaint. A support person may advise the student but may not participate directly in meetings or communicate on behalf of the student.

III. PROCEDURES

A. Informal Resolution

Students are encouraged to attempt to resolve concerns directly with the individual, office, department, or unit involved before submitting a formal complaint.

B. Complaint Submission

1. Students shall submit complaints using the University's designated [Student Complaint Form](#).

2. Complaints must be submitted within fifteen (15) business days of:
 - a. The occurrence giving rise to the complaint; or
 - b. The date on which the student reasonably became aware of the occurrence.
3. The complaint should include:
 - a. A description of the concern;
 - b. Relevant dates and individuals involved;
 - c. Supporting documentation, if available; and
 - d. The resolution sought.

The University may request additional information as necessary to review the complaint.

C. Initial Review

1. The Office of Student Affairs shall review submitted complaints to determine:
 - a. Whether the complaint falls within the scope of PS 42;
 - b. Whether another University process applies; and
 - c. The appropriate administrator responsible for review.
2. Complaints governed by another University policy or procedure shall be referred to the appropriate office.

D. Administrative Review

1. Staff in the Office of Student Affairs will inform the student of, and document, a reasonable date by which the student will receive a written response.
2. The designated administrator shall review the complaint and gather information from relevant individuals as necessary.
3. The designated administrator shall serve as the primary point of contact for the complaint review.
4. The designated administrator shall provide the student with a written determination and information regarding any available appeal process.

E. Support Person

1. Students may be accompanied by one support person during meetings associated with a complaint review.
2. The support person may advise the student but may not speak on the student's behalf or otherwise participate in the review process.
3. The University may require appropriate authorization before sharing information with a support person.

F. Appeals

1. Appeals must be submitted in writing within ten (10) business days of the student's receipt of the complaint determination to studentaffairs@uno.edu to be routed to the appropriate Vice Chancellor(s).
2. Appeals may be submitted only on the following grounds:
 - a. A procedural error occurred that substantially impacted the outcome of the review (e.g. material deviation from established procedures), OR
 - b. New information has become available that was not reasonably available during the original review and could substantially affect the outcome. (A summary of the new information and its potential impact on the outcome must be included in the written appeal.) OR
 - c. The University failed to provide a response within the communicated timeframe.
3. Appeals shall be reviewed by a senior administrator, typically the Vice Chancellor responsible for the policy or, process, service, or department involved in the complaint.
4. The appeal decision shall be final.
5. Students who have exhausted the University's complaint procedures may pursue external complaint processes as outlined in PS 42 Student Complaints.

G. Records

1. The Office of Student Affairs shall maintain records of student complaints in accordance with applicable records retention requirements.
2. Complaint data may be periodically reviewed to identify trends and opportunities for institutional improvement.

IV. RELATED DOCUMENTS

PS 42 Student Complaints

[Louisiana Board of Regents Student Complaint Process](#)

[Student Complaint Form](#)