



POLICY STATEMENT 42 STUDENT COMPLAINTS

POLICY DIGEST

Functional Classification: Student Affairs
Monitoring Unit: Division of Student Affairs
Initially Issued: July 1, 2026
Last Revised: N/A
Next Review Date: July 1, 2029

I. PURPOSE

LSU New Orleans is committed to providing students with a fair, equitable, and timely process for addressing concerns regarding University services, activities, operations, and actions. The University values student feedback and encourages the informal resolution of concerns whenever possible.

The University recognizes that addressing concerns and resolving disagreements are important components of student growth and development. The student complaint process is intended not only to facilitate the resolution of concerns, but also to provide students with opportunities to practice self-advocacy, professional communication, problem-solving, and conflict resolution. Through this process, students learn to navigate complex situations, engage constructively with others, and participate responsibly in the University community.

When concerns cannot be resolved informally, students may utilize the formal student complaint process established by the University.

II. DEFINITIONS

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.

Informal Resolution: The voluntary resolution of a concern through discussion, consultation, or other collaborative means before the initiation of a formal complaint.

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

Retaliation: Any adverse action taken against an individual because that individual filed a complaint, participated in a complaint review, served as a witness, or otherwise exercised rights under this policy.

GENERAL POLICY

A. Right to File a Complaint

Students may submit complaints regarding University services, activities, operations, policies, procedures, or actions by University employees, students, departments, contractors, or University-affiliated entities.

The University will review student complaints in a fair, impartial, and timely manner in accordance with established University procedures.

B. Scope

This policy applies to student complaints for which no other University policy, procedure, or appeal process exists.

Complaints governed by other University policies or procedures shall be referred to and addressed through those processes.

Examples include, but are not limited to:

- Academic appeals and grade appeals;
- Student conduct matters;
- Title IX and Power-Based Violence complaints;
- Discrimination, harassment, and retaliation complaints;
- Financial aid appeals;
- Residency appeals; and
- Any other matter for which a separate University process has been established.

C. Informal Resolution

When appropriate, students are encouraged to seek informal resolution of concerns prior to initiating a formal complaint.

D. Complaint Resolution and Appeals

The Dean of Students, or designee, shall administer the student complaint process, including appeals.

E. Retaliation

Retaliation against any individual for filing a complaint, participating in a complaint review,

serving as a witness, or declining to participate in a complaint review is prohibited.

F. Records

The University shall maintain records of student complaints in accordance with applicable records retention requirements and University procedures.

G. External Complaints

Students who have exhausted the University's complaint procedures may submit a complaint to the LSU System Office. If the matter remains unresolved, students may submit a complaint to the Louisiana Board of Regents in accordance with the Board of Regents Student Complaint Process.

III. PROCEDURES

The Dean of Students, or designee, shall establish and maintain administrative procedures for the submission, review, referral, investigation, resolution, and appeal of student complaints.

The procedures shall:

- Encourage the informal resolution of concerns whenever appropriate;
- Provide students with a mechanism for submitting formal complaints;
- Establish reasonable timelines for the review and resolution of complaints;
- Identify the offices and administrators responsible for reviewing complaints;
- Provide students with notice of complaint determinations and available appeal options;
- and
- Include provisions for the maintenance of complaint records and the periodic review of complaint data to support institutional effectiveness and continuous improvement.

IV. SOURCES

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

V. APPENDICES

OP SS-4 Student Complaint Procedures