



POLICY STATEMENT

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COORDINATED BY: Associate Vice Chancellor for Student Development, Dean of Students

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SUBJECT: STUDENT COMPLAINTS

I. PURPOSE

LSUS strives to make student experiences positive and meaningful. The University also values feedback from its students and affords students the opportunity to express their concerns about services, activities, or academics in a process free from duress or retaliation. The University also strives to address student concerns in a responsive and prompt manner. The University is committed to working with students towards amicable resolutions for their continued experience at LSUS, but also as a valuable educational experience in preparing them to address issues in a professional and productive manner after they leave the University.

II. DEFINITIONS

Informal complaints are defined as either a verbal or written complaint brought forward by a student directly to the individual(s) involved.

Formal complaints are defined as a written complaint brought forward by a student following an unsuccessful or unsatisfactory resolution during the informal process. Students must submit the complaint by completing Student Complaint Form, an online form.

III. POLICY

This policy applies to complaints issued by University students, whether they are enrolled on campus or online, and for which no other process is outlined in official policy. For

example, complaints about sex discrimination, harassment and/or retaliation are handled in accordance with the Board of Regent's Uniform Policy on Sexual Misconduct, LSU PM-73, and LSUS Code of Student Conduct. LSUS also distinguishes between student complaints and student appeals of University policies and decisions. A student appeal, whether for an exception to a policy, a decision made by a judicial body, a grade, a financial aid award, or a refund policy, is not considered a student complaint. There are specific procedures in place for students who wish to appeal a University policy or decision; these procedures vary according to the type of appeal. Information about appeals procedures is located in the relevant sections of the Student Handbook and/or in the LSUS Catalog.

LSUS strives to address student concerns in a responsive and prompt manner. Students are encouraged to resolve concerns themselves by first working directly with the involved faculty or staff members. The student should attempt to resolve the issue informally within 30 days of the occurrence. The Associate Vice Chancellor for Student Development, Dean of Students is available as a resource for students who have complaints and can assist them during an informal resolution. If the matter cannot be resolved, then the student may file a formal written complaint.

To file a formal, written complaint, the student must submit a written complaint directly to the Associate Vice Chancellor for Student Development, Dean of Students by completing the online Student Complaint Form. Submission via the Student Complaint Form requires identifying information, such as reporting party, other parties involved, and a proposed resolution. Completion of the Student Complaint Form provides sufficient information to ensure the complaint can be addressed. The Associate Vice Chancellor for Student Development, Dean of Students will acknowledge receipt of the complaint, review the information, gather additional information as necessary, and assign it to the University personnel responsible. For non-academic concerns, the complaint will be forwarded to the department or service area from which the complaint originates. Most commonly, academic concerns will be forwarded to the Associate Dean of the College from which the complaint originates.

Upon receiving the complaint, the relevant University official will review the information and contact the student within ten (10) business days to clarify any information provided by the student and request additional information that may be needed to fully evaluate the complaint. This contact provides the student with an opportunity to provide any and

all information they would like considered and to request a meeting with the University official.

The University official will investigate the student's complaint, gathering information from parties revealed in the complaint and other relevant sources. The University official will make a good faith effort to reach a final determination within thirty (30) business days of the receipt of the student's formal, written complaint. However, circumstances may warrant a lengthier period of time. The student will be informed of any significant delays.

Once completed, the University official will provide both the student and the Associate Vice Chancellor for Student Development, Dean of Students with a written notification of the findings and the outcome of the complaint. If the student is dissatisfied with the outcome, they may file a written appeal within ten (10) business days. The Associate Vice Chancellor for Student Development, Dean of Students will assign to the senior administrator in the area from which the complaint originated. The appeal must include an explanation of their grounds for appeal and proposed resolution. The University personnel will review the original investigation and the student appeal and respond to the student in writing within ten (10) business days. The decision is final and not subject to further appeal.

Once the institution's procedures have been exhausted and the matter remains unresolved, a complainant may appeal to the LSU System office. If a solution cannot be reached, the complainant may submit a written complaint to the [Louisiana State Board of Regents](#). Students can submit anonymous complaints without the disclosure of names, identifying parties, or requesting any action. Anonymous complaints are received via the [LSU Ethics, Integrity, and Misconduct Helpline](#). Such complaints will be addressed to the extent the limited information makes possible. The complaint will be recorded as "report only" and there is no assurance that the complaint will be addressed or resolved.

IV. RETENTION OF COMPLAINTS

A record of all complaints and outcome decisions are kept on file in the Dean of Students Office, as well as in the office of the area from which the complaint originated. These records are maintained for a period of seven (7) years.

The University reviews complaint records to determine common themes that may require further action. The complaint record is reviewed annually by the Provost and Associate Vice Chancellor for Student Development. Academic complaints/resolutions

are also included in each Academic Dean's annual report to the Provost. Following these reviews, feedback is provided to relevant areas where patterns are revealed, or policy changes are indicated.

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9/18/23
Date

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9.19.23
Date

APPROVED BY:

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9/21/23
Date

This policy was written, approved and published in accordance with LSU Shreveport General Policy **1.01.02 Policy Manual** published at http://www.lsus.edu/facultystaff/policies/pdf_files/1.01.02.pdf.