



POLICY STATEMENT 48

GENERAL PROCEDURES FOR STUDENT GRIEVANCES, COMPLAINTS, AND APPEALS

POLICY DIGEST

Monitoring Unit: Office of Academic Affairs
Initially Issued: January 1, 2002
Last Revised: March , 2020

I. PURPOSE

To establish procedures that an individual student may use to question formally the application of any university regulation, rule, policy, requirement or procedure, unless the appeal is otherwise covered by another established procedure.

II. DEFINITIONS

Academic-related Grievance. matters concerned with instructional activities, grading procedures, or other incidents related to academic affairs.

Advisor. an individual who accompanies the student or employee directly involved in the appeal to offer advice; shall not represent or speak for the advisee. In all cases the concerned parties are required to speak for themselves, in oral or written aspects of the appeal.

Appeal. A request to determine if the grievance or complaint has merit and if so to arrive at an appropriate action by the University to address the situation.

Complaint / Grievance. a request by a student for reconsideration of an action by a University employee, office, panel, or committee within this appeal process.

Hearing. a formal procedure in which a duly appointed individual or panel will consider evidence, facts, and arguments of both sides of an appeal in an effort to determine the facts of the case and make recommendations for appropriate action, if warranted. (See: Sec. V.B: Use of Hearing Panels.)

Non-academic Appeals. administrative grievances that are not related to academic matters, such as but not limited to conduct-related admissions appeals, campus parking citations, residential life, or student employment

Ombudsperson. a neutral and impartial resource for resolving issues and voicing concerns; represents the side of fairness and equity; not aligned with any person or department and is not an advocate for any person, group, or organization; does not offer legal advice or mental health counseling.

W2 Tw 148.96 70]TJ 0 Tc n7ny ptbl an S c nn()10 (and)10 ()] (al)C0 (do (and)7 (t)2I]TJ 04 (s)4)10.34 0 T

primary responsibility involved with the situation in question for specific procedural guidelines which govern that appeal process. However, if the area or function under question does not have specific procedures, the student should then follow the procedures outlined in this policy. In appeals related to a student's role as an employee, the decision maker shall consult the Student Employment Coordinator in the Olinde Career Center before a decision is reached or a meeting is held (See. PS 33: Student Employment).

A. General Appeals Procedures

There may be up to three steps in the general appeal process. In all cases, if the

a. st

parties.

Upon receipt of replies from the Step Two parties, unless a hearing panel has been requested, the Step Three administrator may take one of the following actions:

- a. reach a decision on the basis of the written appeal and the replies;
- b. hold a meeting in person, by conference call, or via video/web conference with all parties present and, after discussions, reach a decision; or
- c. refer the appeal to a hearing panel for its recommendation. If the student or University employee requested a hearing panel, the administrator must refer the appeal to a hearing panel for a recommendation. If either party requests a hearing panel, the Step Three administrator shall name a hearing panel as prescribed in Section IV.B.

In all cases, the student and employee may be accompanied by an advisor. Regardless of the method used, the Step Three administrator will make every reasonable effort to make a decision within 30 calendar days from the date of receipt of the student's written appeal. The decision will be in writing, with reasons supporting the decision, and copies must be given to all parties.

The decision of the administrator in Step Three concludes the appellate process. However, any party to the appeal believing that a serious procedural error or an abuse of discretionary authority occurred in the course of the review process may file a written petition for review of the process with the Executive Vice President & Provost.

B. Use of Academic Hearing Panels

Step Three of the appeal procedure provides for the use of hearing panels upon request by any of the parties or at the discretion of the administrator hearing Step Three, except in cases alleging a violation of federal law.

Hearing panels will be appointed by the Step Three administrator. There will be not less than three nor more than seven members on the panel. The person appointing the panel will designate one member to serve as chairperson. Copies of the panel's recommendations and the administrator's final decision must be given to all of the parties.

C. Petition for Review

A student who wishes a review of the process or alleges serious abuse of discretionary

Appendix A

The following are examples of established student appeal procedures accompanied by sources of information on appeals procedures:

Academic related appeals

Grade Appeals. Office of Academic Affairs; LSU General Catalog.

Academic Appeals for Undergraduate Students: LSU General Catalog.

Graduate Student Issues. LSU Graduate School. LSU General Catalog

Undergraduate Admissions Decisions (based on academic credentials; not including conduct-related issues). Office of Enrollment Management; LSU General Catalog.

Non-academic related appeals

Continuing Student Residency Appeals. University Registrar. PM 31 Residence Regulations.

Entering Undergraduate Residency Appeals. Office of Enrollment Management /TT-21.57d/6g(o)-2 (ITJ /TT-21.57d/6g)

Student Employment. Olinde Career Center; PS 33, Student Employment.

Traffic Citations. Office of Parking and Transportation.

Violations of the Code of Student Conduct. Office of Student Advocacy & Accountability. LSU Code of Student Conduct;

Violations of Residential Life Policies. Department of Residential Life Handbook.