



STUDENT COMPLAINT POLICY

Policy # SA.003.1

Responsible Executive: VP Student Affairs

Responsible Office: VP Student Affairs

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I. Policy Statement

The University of Louisiana at Lafayette (“University”) is committed to fostering a fair, respectful, and responsive learning environment. This Policy establishes the process through which students may submit and seek resolution of Complaints or grievances alleging improper, unfair, or arbitrary treatment or action by any University employee, student, or third party associated with the University, when such matters are not otherwise addressed by another University policy.

II. Purpose of Policy

The University values feedback from students, employees, and other stakeholders as an important means of assessing and improving institutional performance. This Policy is intended to provide a clear and consistent process for addressing significant alleged violations of University policies or procedures, in alignment with the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) *Principles of Accreditation*, Standard 12.4, regarding the handling of student Complaints.

III. Applicability

This Policy is applicable to and enforceable against all employees, students, visitors, and individuals affiliated with the University by contract or otherwise (including, but not limited to, non-employees, such as vendors and independent contractors, volunteers, student organization advisors, and retirees).

IV. Definitions

1. **Complaint**: is a written expression of dissatisfaction concerning an alleged violation, misapplication, or misinterpretation of a University policy, procedure, or practice.
2. **Complainant**: is the student submitting the Complaint.

3. **Formal Complaint:** is a written Complaint submitted through the University's designated process when Informal Resolution is unsuccessful or inappropriate.
4. **Informal Resolution:** are efforts to resolve a Complaint through communication and problem-solving without a formal written submission.

V. Policy Procedure

A. Determining the Appropriate Procedure

Any student who is unclear about which type of procedure would be most appropriate in a given case is encouraged to consult with the Dean of Students Office. This Policy should be used to address any complaints *outside* of the special categories listed below in Section V.B.

B. Procedures for Handling Complaints Involving Special Policies

Certain types of Complaints are governed by distinct University policies and procedures. Students should follow the applicable processes as outlined below:

1. Sexual Harassment, Sexual Misconduct, Gender Discrimination, or Power-Based Violence

Complaints involving these issues should follow the procedures established under the University's Sexual Harassment and Other Prohibited Sexual Conduct Policy or Power-Based Violence Policy.

Contact the Title IX Coordinator at (337) 482-1819 or titleix@louisiana.edu, or visit <https://titleix.louisiana.edu/>.

2. Grade Appeals

Grade disputes must be handled in accordance with the Grade Appeals Procedure, available at <https://louisiana.edu/sga/resources/appeals>.

3. Academic Suspension and Financial Aid Eligibility Appeals

Appeals related to academic suspension or financial aid eligibility must follow the procedure outlined on the Office of Financial Aid website: <https://louisiana.edu/financialaid/apply-aid/eligibility-policies/financial-aid-suspension-appeals>

4. Threatening Behavior

Threatening behavior, as defined in the Threat Assessment Policy, shall be reported in accordance with the Threat Assessment Policy at https://cm.maxient.com/reportingform.php?UnivofLouisiana&layout_id=30.

5. Complaints Related to NCAA Regulations

Complaints or appeals related to NCAA or conference regulations should follow procedures applicable to those bodies.

Contact the University Compliance Coordinator at (337) 482-5195 or tburke@louisiana.edu.

C. Procedure for Handling General Complaints - Informal Resolution

Students should first attempt to resolve their concerns directly with the individual involved. If the issue remains unresolved, the student should then seek resolution with that individual's immediate supervisor or department head.

Students are responsible for being familiar with the Student Handbook, which includes the Code of Student Conduct, as well as policies and regulations governing the University or specific University entities.

If Informal Resolution efforts do not resolve the matter, students may proceed with a formal written Complaint as outlined below.

D. Procedures for Filing a Formal Complaint

1. Filing a Formal Complaint

- a. Complaints alleging significant violations of University policy or procedure must be submitted in writing by the Complainant and addressed directly to the appropriate Vice President (e.g., Academic Affairs; Student Affairs; Research, Innovation & Economic Development; Administration & Finance; Advancement; or Enrollment Management).
- b. The University will not consider a communication to be a Formal Complaint requiring a response unless it is both in writing and signed by the Complainant.
- c. The University does not act on anonymous complaints or those merely forwarded without direct submission by the Complainant. Anonymous reports submitted through EthicsPoint or other third-party systems will be reviewed under separate University procedures, not this Policy.
- d. Students may submit Formal Complaints using the online complaint form at: https://cm.maxient.com/reportingform.php?UnivofLouisiana&layout_id=31.

2. Acknowledgment of Receipt

- a. In general, the University will acknowledge receipt of a written Complaint within five (5) business days, or within a reasonable period after its receipt by the appropriate Vice President.
- b. Complaints sent directly to the President may be forwarded to the appropriate Vice President for handling, which may extend the resolution timeline.

3. Content of the Complaint

To ensure a timely and effective review, the written Complaint should include:

- a. A statement clearly describing the Complaint and identifying the relevant policy or procedure in question;
- b. A concise written description of the evidence supporting the Complaint, limited to documentation directly related to the matter;

- c. A description of any prior actions taken to resolve the issue and any persons previously involved;
- d. An acknowledgment that University staff may share a copy of the Complaint with the person(s) involved; and
- e. The Complainant's signature.

4. Review and Disposition

Within fifteen (15) business days after acknowledging receipt of the Complaint, University personnel – under the direction of the appropriate Vice President - will review the Complaint and supporting documentation and determine:

- a. Whether the Complaint falls within the scope of University policies and jurisdiction; and
- b. Whether the documentation is sufficient to warrant further review.

The University will inform the Complainant of one of the following outcomes:

- a. The Complaint will not be processed further because it is outside University jurisdiction or lacks adequate documentation; or
- b. The Complaint has sufficient substance to warrant further review.

If the Complaint proceeds, the University will make every effort to expedite the review; however, timelines may vary depending on the complexity and nature of the matter. Upon completion of the review, the Complainant will be notified regarding one of the following:

- a. The Complaint is without merit; or
- b. A resolution is suggested.

A copy of the response will be provided to the Complainant and made available to the President.

5. Recordkeeping

Records of student Complaints and their resolutions are maintained in the Office of Student Affairs/Dean of Students within the University's secure MAXIENT System.

VI. Enforcement

The Vice President for Student Affairs is responsible for monitoring the enforcement of this Policy.

VII. Policy Management

Upon adoption, the Vice President for Student Affairs shall be the Responsible Executive for this Policy in charge of the management of this Policy. The Office of Student Affairs shall be the Responsible Office for this Policy.

VIII. Exclusions

Distance education students domiciled in a state other than Louisiana should refer to the State Board of Higher Education or Board of Regents in their home state for procedures for filing Complaints.

IX. Effective Date

This Policy shall be effective as of the date of adoption of this Policy.

X. Adoption

This Policy is hereby adopted on 11/19/2025.

DocuSigned by:

Ramesh Kolluru

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Dr. Ramesh Kolluru
Interim President

XI. Appendices, References and Related Materials

- ✦ [Reporting Form: https://cm.maxient.com/reportingform.php?UnivofLouisiana&layout_id=31](https://cm.maxient.com/reportingform.php?UnivofLouisiana&layout_id=31)
- ✦ [Sexual Harassment and Other Prohibited Sexual Conduct Policy](#)
- ✦ [Power-Based Violence Policy](#)
- ✦ [Grade Appeals Procedure](#)
- ✦ [Office of Financial Aid Suspension and Appeals](#)

XII. Revision History

- ✦ Original adoption date: 11/19/2025 (SA.003.1).