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## POLICY STATEMENT 08 GENERAL APPEAL PROCEDURE AVAILABLE TO STUDENTS

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### POLICY DIGEST

Monitoring Unit: Office of Academic Affairs

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### I. PURPOSE

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

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### II. DEFINITIONS

21 **Academic appeal:** an appeal (as defined below) related to matters concerned with instructional  
22 activities, grading procedures, or other incidents associated with academic affairs not including  
23 academic suspension (see [Appendix A](#)).

24 **Advisor:** an individual who accompanies the student or employee directly involved in the  
25 appeal to offer advice. **Note:** *The advisor shall not represent or speak for the advisee. In all  
26 cases throughout this policy, the concerned parties are required to speak for themselves, in all  
27 oral or written aspects of the appeal.*

28 **Appeal:** A request to determine if a grievance has merit and if so to arrive at an appropriate  
29 action by the University to address the situation.

30 **Business Day:** A day in which LSU Eunice is open to conduct operations. Hours vary by  
31 department; however, generally it is Monday through Friday from 8 am to 4:30 pm.

32 **Grievance:** a request by a student for reconsideration of an action or decision by a University  
33 employee, office, panel, or committee. This includes:

- 34 A. An action or decision on the part of an employee, faculty member, program director, or  
35 other administrator that a student perceives to be unfair or unreasonable, or
- 36 B. Application of standards different from those that were applied to other students under  
37 similar circumstances.

38 **Hearing:** a formal procedure in which a duly appointed individual or panel considers evidence,  
39 facts, and arguments of both sides of an appeal in an effort to determine the facts of the case  
40 and make recommendations for appropriate action, if warranted. (see [Section IV-B: Use of  
41 University Wide Hearing Panels](#)).

38 **Non-Academic Appeals:** appeals (as defined above) that are not related to academic matters,  
39 such as but not limited to conduct appeals, parking ticket appeals, or student employment (see  
40 [Appendix A](#)).

41 **Written Student Complaint:** A written student complaint is any report submission by a  
42 prospective, current, or former student through the University's official web-based system using  
43 the Student Grievance Form, hosted on the LSU Eunice CARES webpage at  
44 <http://www.lsu.edu/care>.

45 Written student complaints are not meant to circumvent or replace existing LSU Eunice policies  
46 and procedures designed to address issues brought forward by students (See [Appendix A](#)).

### 47 **III. GENERAL POLICY**

48 It is University policy to provide students with an appeal procedure for questioning the  
49 application of any regulation, rule, policy, requirement, or procedure as it applies to the  
50 individual student in their capacity as a student. It is the University's basic philosophy that  
51 student appeals should be settled as quickly as practicable at the lowest possible administrative  
52 level having the authority to act definitively. Recognizing that no single appeals process can  
53 serve the wide range of possible complaints, different units within the University have developed  
54 specific appeals processes, subject to review by the Office of Academic Affairs.

#### 55 A. Provisions of the General Appeal Process

56 1. The decision to utilize an appeal procedure shall be voluntary on the part of the  
57 individual student. All students have the right to make good faith appeals without fear  
58 of coercion, harassment, intimidation, or reprisal from the University or its  
59 employees.

60 2. Appeals filed about grievances in bad faith may be subject to review under the [Code](#)  
61 [of Student Conduct](#).

62 3. The University recognizes the rights of all parties to impartial appeal decision-makers  
63 including the student filing an appeal, and employees against whose action the  
64 appeal is filed.

65 4. Students and employees involved in the appeal shall each have the right to have an  
66 advisor, but are expected to speak for themselves in all written and oral aspects of  
67 the appeal (see the [Definition of Advisor](#) in Section II above).

68 5. Privacy shall be maintained, where applicable, in all appeal proceedings in  
69 accordance with the provisions of the Family Educational Rights and Privacy Act of  
70 1974 and LSU Eunice Policy Statement 34: [Privacy Rights of Parents and Students](#).

71 B. The University provides specific guidelines for several different types of grievances and  
72 appeals. If a specific policy exists, the student must contact the office of primary  
73 responsibility involved with the situation in question for specific procedural guidelines  
74 which govern that appeal process (see [Appendix A](#)). However, if the area or function  
75 under question does not have specific procedures, the student should then follow the  
76 procedures outlined in this policy.

77 C. Appeals related to a student’s role as an employee are handled in accordance with this  
78 policy. The decision maker shall consult with Human Resources before a decision is  
79 reached or a meeting is held. Policies related to student employment are governed by  
80 LSU Eunice Policy Statement 24: [Student Employment](#)).

81 D. Note to Students and Employees: Students and employees of LSU Eunice should note  
82 that it is the student’s best interest to initiate and complete the steps in the appeal  
83 process as soon as possible. This is especially important for students in a health  
84 sciences clinical program appealing an action/decision that has an impact on the  
85 student’s continuation in the program.

## 86 IV. PROCEDURES

### 87 A. General Appeals Procedures

88 There may be up to three steps in the general appeal process (see [Appendix B](#)). In all  
89 cases, if the final decision requires changes in an official record of the University, the  
90 University employee must comply with all University regulations and procedures  
91 necessary to accomplish the change.

#### 92 1. Step One: Informal Appeal to Employee

93 For Step One, the student shall meet with the employee who carried out the action or  
94 made the decision that is being appealed to discuss the appeal and attempt to arrive  
95 at a solution. For academic appeals, the employee is the faculty member. For  
96 purposes of this policy, a “meeting” can be accomplished via face-to-face meeting or  
97 through other forms of communication, such as conference calls, video/web  
98 conferences, etc. Letters and emails may provide background information; however,  
99 they do not meet the definition of a “meeting”. In addition, no person may submit an  
100 appeal on behalf of the student; however, the student may contact the Office of  
101 Student Affairs at [stuaff@lsue.edu](mailto:stuaff@lsue.edu) if assistance is needed.

102 Step One is to be initiated by the student within ten (10) business days of the action  
103 or decision (see the [Note to Students](#) in Section III-D above). Appeals of final grades  
104 must be initiated by the student within 20 business days after the beginning of the  
105 next regular semester. A delay in the filing of the appeal may constitute grounds for  
106 rejection of the appeal.

107 If the student is unable to contact the employee, then the student should contact the  
108 office with oversight over the employee in question, and the Dean or Administrator  
109 will contact the employee. If the stated deadline cannot be met due to unavailability,  
110 then all parties are to be notified in writing by the Dean or Administrator and a  
111 mutually agreeable time should be identified.

112 While a written appeal does not apply during the Step One informal process, the  
113 student may wish to consider the following prior to meeting with the employee:

114 a. a description of the grievance (see the Definition of [Grievance](#)) including

115 i. the action or decision on the part of an employee that a student perceives to  
116 be unfair or unreasonable, or

- 117                   ii. the application of standards different from those that were applied to other  
118                   students under similar circumstances,
- 119                   b. a description of the resolution sought, and
- 120                   c. any other information the grievant believes to be relevant.

121                   The meeting between the student and employee shall take place within ten (10)  
122                   business days from the time the employee receives the request for a meeting. To  
123                   maintain privacy, it is expected that the meeting will be held in an office or  
124                   conference room to minimize others hearing the conversation. The meeting at Step  
125                   One is informal; however, it is expected to be a candid discussion of items a-c above  
126                   in an attempt to arrive at a solution. The student and/or the employee may each have  
127                   an advisor present if either party wishes subject to the [Definition of an Advisor](#)  
128                   above.

129                   The employee may inform the student of the decision during the meeting. After  
130                   meeting with the student, the employee will respond in writing within ten (10)  
131                   business days of the decision to the student with a copy to the unit's Dean or  
132                   Administrator. The written notification to all parties' LSU Eunice email account is  
133                   required even if the decision was rendered and the student was informed at the  
134                   meeting. The written notification must also include the date and time the meeting  
135                   was held including whether the meeting was held face-to-face or by electronic  
136                   means. If the employee and student cannot reach a resolution, the student may  
137                   formally appeal the employee's decision through the formal appeals process (see  
138                   Step 2). If the matter is resolved, then the appeal has been concluded.

139                   2. Step Two: Formal Appeal to Administrator

140                   The Step Two Formal Appeal Process may take place only after the Informal Appeal  
141                   Process (detailed in Step One) has occurred per the lines of authority in the  
142                   department (see [Appendix B](#)). No person may submit the appeal on behalf of the  
143                   student; however, the student may contact the Office of Student Affairs at  
144                   [stuaff@lsue.edu](mailto:stuaff@lsue.edu) if assistance is needed.

145                   To initiate the Formal Appeal Process, the student or employee must submit the  
146                   online Complaint Form, hosted at [www.lsue.edu/care/](http://www.lsue.edu/care/) within ten (10) business days  
147                   upon receipt of the Step One employee's decision (see the [Note to Students](#) in  
148                   Section III-D above).<sup>1</sup> A delay in the filing of the appeal may constitute grounds for  
149                   rejection of the appeal.

150                   The electronic form from [www.lsue.edu/care/](http://www.lsue.edu/care/) is received and reviewed by the Office  
151                   of Student Affairs and is routed to the appropriate Step Two Administrator. The Step  
152                   Two administrator is the unit head of the area within which the grievance was  
153                   initiated. For academic appeals, the Step Two Administrator is the Academic Dean.  
154                   The name and title of the Step Two Administrator can be obtained from the

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<sup>1</sup> After landing on LSUE Cares website, please scroll down to the Student Complaint section and click on Submit a Report. The direct link to the form used to file a complaint is [https://cm.maxient.com/reportingform.php?LSUEunice&layout\\_id=3](https://cm.maxient.com/reportingform.php?LSUEunice&layout_id=3).

- 155 employee in Step One or from the Office of Student Affairs.
- 156 The submitted report should clearly identify the following:
- 157 a. the name of the person(s) against whom the grievance is initiated,
  - 158 b. Student's identification (name, student ID number, major, current address,  
159 telephone number, and email address),
  - 160 c. a description of grievance (see the [Definition of Grievance](#)) including
    - 161 i. the action or decision on the part of an employee that a student perceives to  
162 be unfair or unreasonable, or
    - 163 ii. the application of standards different from those that were applied to other  
164 students under similar circumstances,
  - 165 d. date of action or decision by the person that is to be reconsidered,
  - 166 e. a description of any informal attempts at resolution along with the date and result  
167 of the informal meeting from Step One,
  - 168 f. reason(s) for objections to the faculty or employee response in Step One,
  - 169 g. a description of the resolution sought,
  - 170 h. any other information the grievant believes to be relevant, and
    - 171 i. all supporting documentation (i.e. email communications, notes, etc. to support  
172 the student's claim),

173 Upon receipt of the form submission with all required information, the Step Two  
174 Administrator shall make a reasonable effort to arrange for a meeting within 10  
175 business days from the date that the report is received. For students in a health  
176 sciences clinical program appealing an action/decision that has an impact on the  
177 student's continuation in the program, the Dean shall try to arrange for a meeting  
178 sooner, if possible.

179 The Administrator shall investigate the situation and gather all documents from the  
180 parties involved. During the investigation, the Dean may hold discussions or request  
181 additional information to clarify issues with the student, Program Director,  
182 Department Chair, and/or the employee from Step One. The Administrator will  
183 impartially consider all information related to the issue and case.

184 The meeting may be held in person or through other forms of communication, such  
185 as conference calls or video/web conference. If the stated deadline cannot be met,  
186 then all parties are to be notified in writing and a mutually agreeable time identified.  
187 The meeting is formal, with a thorough and candid discussion of the grievance in an  
188 attempt to arrive at a solution. Meetings typically include the student, faculty  
189 member, and the Dean; however, additional University employees with information  
190 related to the appeal may be asked to attend at the discretion of the Dean. Both the

191 student and the employee may be accompanied by an advisor (see the [Definition of](#)  
192 [an Advisor](#)).

193 The Step Two Administrator may render an oral decision at the close of the meeting,  
194 or may take the matter under consideration. All parties shall be informed of the  
195 decision in writing within 10 business days of the meeting through their LSU Eunice  
196 email accounts. For students in a health sciences clinical program appealing an  
197 action/decision that has an impact on the student's continuation in the program, the  
198 Administrator (Dean) shall try to notify the student sooner, if possible. If a resolution  
199 is not reached, the student may appeal the decision to the next level administrator (see  
200 [Appendix B](#)). If the matter is resolved, then the appeal has been concluded.

### 201 3. Step Three: Appeal to the Next Level Administrator

202 A Step Three Appeal may only occur after the Step Two Appeal has occurred per the  
203 lines of authority (see [Appendix B](#)). If the student or employee wishes to appeal the  
204 outcome of Step Two, either may appeal to the administrator at the next level in the  
205 administrative structure of the University within ten (10) business days from the date  
206 of the written decision made after Step Two (see the [Note to Students](#) in Section III-  
207 D above). A delay in the filing of the appeal may constitute grounds for rejection of  
208 the appeal. No person may submit the appeal on behalf of the student; however, the  
209 students should contact the Office of Student Affairs at [stuaff@lsue.edu](mailto:stuaff@lsue.edu) if assistance  
210 is needed.

211 The name and title of the Step Three Administrator can be obtained from the  
212 employee in Step Two or from the Office of Student Affairs. For academic appeals,  
213 the Step Three Administrator is the Vice Chancellor for Academic Affairs and  
214 Provost.

215 A link to the Step Three form for submitting an appeal of the outcome of Step Two is  
216 located on the Policy Statement Number 8 webpage at: [https://www.lsue.edu/policy-](https://www.lsue.edu/policy-statements/index.php)  
217 [statements/index.php](https://www.lsue.edu/policy-statements/index.php). Alternately, the direct link is: [https://www.lsue.edu/policy-](https://www.lsue.edu/policy-statements/documents/NO08-Form.pdf)  
218 [statements/documents/NO08-Form.pdf](https://www.lsue.edu/policy-statements/documents/NO08-Form.pdf). The student or employee's appeal must be  
219 in writing using the electronic form and shall include the following:

- 220 a. name of the person filing the appeal,
- 221 b. role in the appeal (i.e. student or employee of LSU Eunice),
- 222 c. division and curriculum (if a student),
- 223 d. advisor (if one is used – see the [Definition of an Advisor](#); otherwise mark n/a),
- 224 e. name and title of the person who heard the Step One appeal,
- 225 f. name and title of the person who heard the Step Two appeal,
- 226 g. a description of grievance (see the [Definition of Grievance](#)); this should match  
227 Step One item (a) and Step Two item (c)
- 228 h. a description of the resolution sought,

- 229 i. reasons that support the resolution sought, and  
230 j. all documentation from the Steps One and Two.

231 If applicable, an appeal may be heard by a University Wide Hearing Panel if  
232 requested by the student or employee (see [Section IV-B: Use of University Wide](#)  
233 [Hearing Panels](#)).

234 Upon receipt of this appeal submission, the Step Three Administrator shall forward a  
235 copy of the written appeal to the employee and administrator involved in Step Two.  
236 Each party in turn has the opportunity to reply with individual written statements  
237 supporting the action(s) taken in Step Two. Copies of their replies, if submitted, must  
238 be forwarded to all parties.

239 Upon receipt of replies from the Step Two parties, unless a University Wide Hearing  
240 Panel has been requested, the Step Three administrator may take one of the  
241 following actions:

- 242 a. reach a decision on the basis of the written appeal and the replies;  
243 b. hold a formal meeting in person, by conference call, or via video/web conference  
244 with all parties present and, after discussions, reach a decision; or  
245 c. refer the appeal to a University Wide Hearing Panel for recommendation. If the  
246 student or University employee requested a University Wide Hearing Panel, the  
247 administrator shall refer the appeal to a University Wide Hearing Panel for a  
248 recommendation. If either party requests a University Wide Hearing Panel, the  
249 Step Three administrator shall name a University Wide Hearing Panel as  
250 prescribed in [Section IV-B: Use of University Wide Hearing Panels](#).

251 In all cases, the student and employee may be accompanied by an advisor (see the  
252 [Definition of an Advisor](#)). Regardless of the method used, the Step Three  
253 administrator will make every reasonable effort to decide within 10 business days  
254 from the date of receipt of the student's written appeal. For students in a health  
255 sciences clinical program appealing an action/decision that has an impact on the  
256 student's continuation in the program, the Administrator shall try to notify the student  
257 sooner, if possible. If the stated deadline cannot be met, then all parties are to be  
258 notified in writing and a mutually agreeable time identified. The decision of the Step  
259 Three administrator shall be in writing, with reasons supporting the decision, and  
260 copies shall be given to all parties through LSU Eunice email.

261 The decision of the administrator in Step Three concludes the appellate process.

## 262 B. Use of University Wide Hearing Panels

263 Step Three of the appeal procedure provides for the use of an impartial University Wide  
264 Hearing Panel upon request by any of the parties, or at the discretion of the  
265 administrator hearing Step Three. A University Wide Hearing Panel to hear appeals  
266 applicable to this policy will be appointed by the Step Three Administrator and shall be  
267 composed of

- 268 1. four (4) full-time faculty and/or staff members with one from the same program and  
269 one from a similar program. The faculty member named in the appeal may not be  
270 named to the University Wide Hearing Panel. In addition, no more than two  
271 faculty/staff members from the same department/program shall be named. One of  
272 which will be named as the Chair (non-voting), and
- 273 2. two (2) students appointed by the Student Government Association (SGA) President.  
274 One shall be from the same program and the second shall be from a similar  
275 program. In the event that a student from the same program cannot be named to the  
276 University Wide Hearing Panel, the two students from a similar program shall be  
277 named.

278 Under the direction of the Chair, the University Wide Hearing Panel will perform its due  
279 diligence and may hold meetings prior to the formal hearing to discuss the facts of the  
280 case, with or without the affected parties. The University Wide Hearing Panel may also  
281 request additional information in writing from the affected parties or speak with  
282 witnesses, if necessary. The University Wide Hearing Panel may also contact the Step  
283 Three Administrator for clarification on LSU Eunice Policies or Procedures as required.

284 Ultimately, the Chair shall coordinate a time and place to hold the formal hearing with the  
285 Step Two Administrator, the employee, and the student in attendance, all of whom may  
286 be accompanied by an advisor (see the [Definition of an Advisor](#)) within ten (10) business  
287 day from the day the Step Three Administrator received the notification. The Chair  
288 conducts the hearing reviewing the facts of the case and, if necessary, will ask those  
289 involved to testify if any of the facts are unclear. Meeting minutes will be taken.

290 After the hearing, the University Wide Hearing Panel will deliberate the facts of the case  
291 in private and conduct a vote to determine the outcome. Based on the outcome, the  
292 Chair will draft the University Wide Hearing Panel's recommendations and upon  
293 confirmation of the University Wide Hearing Panel will file the decision with the Step  
294 Three Administrator using the University's email within three (3) days. Copies of these  
295 recommendations along with the Hearing minutes and the final decision of the Step  
296 Three Administrator shall be given to all of the parties and the Chancellor for final  
297 disposition.

298 Some federal laws and administrative guidelines issued by the executive branch of the  
299 Federal Government for the administration of these laws require the use of hearing  
300 panels as a part of the student's appeal procedure. These laws include: Title VI and  
301 Title VII of the Civil Rights Act of 1964; Title IX of the Educational Amendments of 1972;  
302 Section 503 and 504 of the Rehabilitation Act of 1973; and the Family Educational  
303 Rights and Privacy Act of 1974 (The Buckley Amendment). In all student appeals which  
304 allege a violation of these laws or guidelines issued to implement these laws, a  
305 University Wide Hearing Panel will always be used at Step Three. The University Wide  
306 Hearing Panel will be appointed by the Step Three administrator or, at their discretion,  
307 the administrator may request the Chancellor to appoint the University Wide Hearing  
308 Panel. The person appointing the University Wide Hearing Panel will designate one  
309 member to serve as chair.

### 310 C. Petition for Review

311 Any party who wishes a review of the process or alleges a serious procedural error, or

312 believed that serious abuse of discretionary authority has occurred may file a petition for  
313 review with the Chancellor's Office within ten (10) business days after receiving the  
314 decision made at Step Three. A delay in the filing of the appeal may constitute grounds  
315 for rejection of the appeal. The petition for review must be submitted in writing via email to  
316 the Chancellor's Office. The email address for the Chancellor's Office can be obtained by  
317 request from the Office of Student Affairs ([stuaff@lsue.edu](mailto:stuaff@lsue.edu)). The petition must contain the  
318 following:

- 319 1. a complete statement of the alleged serious procedural error or details of examples of  
320 abuses of discretionary authority being appealed,
- 321 2. the relief sought, and
- 322 3. reasons for the relief sought.

323 The petition must be accompanied by all documents produced at Step Three.

324 The Chancellor's Office shall make every reasonable effort to decide within ten (10)  
325 business days whether further action should be taken, and in reaching this decision the  
326 Chancellor may ask the other parties to make a written reply to the request for a review--  
327 or these parties, on their own, may make a written reply. If the stated deadline cannot be  
328 met, then all parties are to be notified in writing and a mutually agreeable time identified.

329 If the decision is that a review is not justified, the student and all other parties will be so  
330 notified through LSU Eunice email. If the decision is favorable to the petition for review,  
331 the Chancellor's Office will hold a formal meeting with the parties and reach a decision  
332 on the basis of this meeting and on all written materials furnished. The meeting may be  
333 held in person, by conference call, or via video/web conference with all parties present.  
334 All parties will be notified of the final decision in writing within ten (10) business days  
335 through LSU Eunice email. The decision by the Chancellor's Office shall conclude the  
336 matter.

## 337 **V. Source**

338 [LSU Policy Statement 48: General Procedures for Student Grievances, Complaints, and](#)  
339 [Appeals](#)

## Appendix A

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

### I. Academic Appeals

Academic Suspension Appeals. See the Registrar's Office Website at <https://www.lsu.edu/registrar/index.php> and click the "Academic Appeals Form" under the "Academic Forms" block.

### II. Non-academic appeals

Equal Opportunity. See LSU Eunice Policy Statement 11: Equal Opportunity available at <https://www.lsu.edu/policy-statements/documents/NO11.pdf>.

Financial Aid Appeals. See the Financial Aid Website at <https://www.lsu.edu/studentaffairs/finaidappeals.php> and click on the "Download a Financial Aid Appeals Form" button.

Parking & Traffic Ticket Appeals. See the Regulation of Vehicular Traffic Website at <https://www.lsu.edu/policy-statements/regulation-vehicular-traffic.php>. For Traffic Ticket Appeals, see <https://www.lsu.edu/police/documents/Ticket%20Appeal%20Form.pdf>.

Sexual Misconduct. See the Title IX Website at <https://www.lsu.edu/titleix/>.

Violations of the Code of Student Conduct. See the Student Affairs Webpage at <https://www.lsu.edu/studentaffairs/index.php> or the Student Code of Conduct directly at <https://www.lsu.edu/studentaffairs/docs/Code%20of%20Student%20Conduct.pdf>.

## Appendix B Flowchart of Events

