

Student Complaint and Grievance Procedures
Flow Chart

Student has a complaint/grievance regarding the following:

1. **Informal Complaint:** Follow LSSU School of Nursing Policy
 - a. Example: Academic or non-academic issue with faculty/instructor, department or program.

2. **Academic Grievance:** Follow LSSU School of Nursing Policy
 - a. Example: A student feels that he or she has been harmed by being treated arbitrarily or unfairly within the context of the course and must demonstrate actual harm. *(This does not involve perceived rude treatment, classroom style or general grading policies.)*

3. **Non Academic Grievance:** Follow LSSU's University Grievance Policy
 - a. Example: A student believes that he/she has been dealt with arbitrarily, unfairly or ways which violate est. laws, rules, policies or procedures, or the university as a whole.
 - b. Example: Title IX (nine) dispute involving bullying, abuse or fear of retaliation.

