



BOARD of REGENTS
STATE OF LOUISIANA

LA Proprietary School Student Complaint Procedure Process Guide

Proprietary School Law requires a student complaint procedure. The procedure is documented in Code Title 28, Chapter III, Chapter 17.

Student Complaint Procedure

1. Student contacts the school director or school administration in writing.
 - Should include the student's grievance(s) and indicate the student's desired remedy and/or outcome.
 - Student should maintain a copy of the letter.
 - The school administration has ten days to respond to student.
2. If the complaint has not been resolved after the ten days, the student contacts the Commission Staff at the Board of Regents.
 - Complaint should include an additional written explanation of the timeline, the student's desired resolution.
 - Complaint should also include a copy of the original letter sent to the school.
 - May be addressed to:

*LA Board of Regents
Proprietary Schools Section
P.O. Box 3677
Baton Rouge, LA 70821-3677
or
proprietary.staff@laregents.edu*

3. Commission Staff contacts the school and includes a copy of the student's letter previously sent to the director.
4. Commission staff will request that the student and the school meet and discuss the complaint in a conciliation effort or commission staff will independently evaluate the appeal within 10 days after receipt of the notice.
5. If no amicable resolution is achieved via a conciliation effort, either party may request, within seven days, a hearing before the Advisory Commission on Proprietary Schools.
6. After a hearing before the Commission, either party may appeal to the Nineteenth Judicial District in accordance with the Administrative Procedure Act.

Notes to Consider about the Process

- Each school should provide information in their catalog regarding their own policies related to complaints that at a minimum explain to students to whom initial complaints should be addressed.