

Southern University at New Orleans **Complaint Policy**

If a student is not satisfied with the service he or she has received from a Financial Aid Staff Member or the Financial Aid Office, then he or she must follow the proper chain of commands to file a complaint with the Financial Aid Director.

To file a complaint, please send a written notice (via e-mail or by mail) to the Financial Aid Director.

After speaking with the Financial Aid Director, if you have not been satisfied with the serviced you received, then you can speak with the Vice Chancellor of Student Affairs and Enrollment Management before speaking with the Chancellor of the university.

A student has the right to file a complaint with the U.S. Department of Education concerning alleged failures by this University to comply with the requirements of Federal Student Aid and FERPA.

1. The name and address of the office that administers Federal Student Aid is:

U.S. Department of Education
FSA Ombudsman Group
830 First Street, N.E., Mail Stop 5144
Washington, DC 20202-5144
Telephone: 1-877-557-2575
Website: <https://studentaid.ed.gov/sa/repay-loans/disputes/prepare/contact-ombudsman>

2. The name and address of the office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
600 Independence Avenue, SW
Washington, DC 20202-4605
Website: <http://www2.ed.gov/policy/gen/reg/ferpa/index.html>