

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.

Please send a written notice (via email or by mail) to the Financial Aid Director to file a complaint (via email or by mail). After speaking with the Financial Aid Director, if you have not been satisfied with the service you received, you can talk with the Vice-Chancellor of Administration and Finance before speaking with the University's Chancellor.

A student has the right to file a complaint with the Louisiana Board of Regents and/or U.S. Department of Education concerning alleged failures by this University to comply with the requirements of the State Governing Body, Federal Student Aid, and FERPA.

1. Louisiana State Agency-- Louisiana Board of Regents
The Consumer Protection Section of the Louisiana Attorney General:
Telephone: (225) 326-6465 or 800-351-4889

Website: [Student Complaint Process | Louisiana Board of Regents](#)

Email: ConsumerInfo@ag.louisiana.gov

2. The name and address of the office that administers Federal Student Aid are:
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>

3. 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.htm>