

DEFINITIONS

Complaint - An informal claim raised by a student alleging improper, unfair, arbitrary, or discriminatory treatment involving the application of a specific rule or procedure.

Grievance - A written claim by a student alleging improper, unfair, arbitrary, or discriminatory action involving the application of a specific LSSC Board Rule or LSSC Administrative Procedure.

Appeal - A formal written request for reconsideration of an application of a rule or procedure due to serious circumstances beyond the student's control.