Resolution of students’ issues should occur with the appropriate individual(s) on an informal basis whenever possible. If resolution is not reached informally, then formal university policies apply as specified in the LU Student Handbook and the LU Faculty Handbook.

Informal Department Process:
- **Step One:** The student should discuss the issue directly with the individual(s) involved as soon as possible after the occurrence of the alleged incident/situation.
- **Step Two:** If the issue is not resolved, the student should consult with the course leader as applicable.
- **Step Three:** If the issue is not resolved, the student should consult with the appropriate program director (undergraduate or graduate).
- **Step Four:** Issues not resolved at the program level may be referred to the Department Chair by the student, faculty or program director.
- **Step Five:** Informal resolution of the situation will be addressed by the Department Chair. If informal resolution is not attained, the student may seek a formal review.

Formal Department Process:
- **Step One:** The student may request a formal review of the alleged issue/situation by submitting a written statement to the Department Chair requesting a formal review.
- **Step Two:** The Department Chair will review the issue/situation and make a determination. The Chair may choose to refer the issue/situation to the JoAnne Gay Dishman Department of Nursing Student and Faculty Relations Committee for recommendation prior to making a final determination.
- **Step Three:** If the issue is not resolved, the student may submit a written statement to the Dean of the College of Arts and Sciences within one calendar week of the written response from the Department Chair.

*Adopted by Faculty Association 5/12/2004*