

Student Complaint Process

Leeward Community College recognizes its responsibility to provide students with an informal process for addressing complaints about faculty's treatment of students that are not protected by academic freedom and are not covered by other procedures. Examples might include ineffective or inefficient service (i.e., not replying to email inquiries after one week), or neglect of duty (i.e., not holding office hours, not returning a graded assignment/exam before the next similar assignment/exam is due, not having an up-to-date gradebook). To address this possible problem, below are the steps students should take to resolve such issues.

Step 1:

- First attempt to work out the problem with the instructor.
- If, after working with one's instructor and the issue remains unresolved, **or**
- if the student does not feel safe working with the instructor,
 - contact the Division Chair via email, phone, or in-person.
- If the issue is not resolved in 10 business days, move to **Step 2**
 - The following link identifies which courses fall under which division:
<https://www.leeward.hawaii.edu/academic-divisions>

Division:	Chair:	Office:	Phone	Email:
Arts & Humanities	Susan Lum	FA 111	455-0351	susanlum@hawaii.edu
Business	Faustino Dagdag	BE 213	455-0344	dagdagf@hawaii.edu
Language Arts	Michele Mahi	LA 201	455-0330	mhamada@hawaii.edu
Mathematics & Natural Sciences	William Albritton	BS 106A	455-0252	walbritt@hawaii.edu
Professional Arts & Technology	Don Maruyama	GT 116	455-0300	donaldkm@hawaii.edu
Social Sciences	Eiko Kosasa	FA 220	455-0360	ekosasa@hawaii.edu
Student Services	Lexer Chou	CC 205	455-0248	achou@hawaii.edu
Wai'anae Moku	Danny Wyatt	101C	454-4704	dwyatt@hawaii.edu

Step 2: If the issue is still unresolved with the Division Chair, contact the appropriate Dean

Academic Deans:		Office:	Phone	Email:
Arts & Sciences	Kathryn Fujioka-Imai	AD 101B	455-0664	kathrynf@hawaii.edu
Career & Technical Education	Ron Umehira	AD 101A	455-0321	umehira@hawaii.edu

Student Services	Kami Kato	AD 227	455-0260	kamik@hawaii.edu
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Step 3: If unresolved with the Dean, contact the Vice Chancellor of Academic Affairs

Vice Chancellor for Academic Affairs	Keala Chock	AD 108	455-0269	keala.chock@hawaii.edu
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Approved by Faculty Senate, 01.13.21