

## Student Complaint Process

Leeward Community College recognizes its responsibility to provide students with an informal process for addressing complaints about faculty 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: Contact your professor via email, phone, or in-person

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

<b>Division:</b>	<b>Chair:</b>	<b>Office:</b>	<b>Phone</b>	<b>Email:</b>
Arts & Humanities	James West	FA 109	455-0350	<a href="mailto:west@hawaii.edu">west@hawaii.edu</a>
Business	Warren Kawano	BE 213	455-0344	<a href="mailto:warrenk@hawaii.edu">warrenk@hawaii.edu</a>
Language Arts	Kathryn Fujioka-Imai	LA 201	455-0330	<a href="mailto:kathrynf@hawaii.edu">kathrynf@hawaii.edu</a>
Mathematics & Natural Sciences	William Albritton	BS 106A	455-0251	<a href="mailto:walbtritt@hawaii.edu">walbtritt@hawaii.edu</a>
Professional Arts & Technology	Don Maruyama	GT 116	455-0300	<a href="mailto:donaldkm@hawaii.edu">donaldkm@hawaii.edu</a>
Social Sciences	Eiko Kosasa	FA 220	455-0360	<a href="mailto:ekosasa@hawaii.edu">ekosasa@hawaii.edu</a>
Wai'anae Moku	Danny Wyatt	101C	454-4704	<a href="mailto:dwyatt@hawaii.edu">dwyatt@hawaii.edu</a>

Step 3: If the issue is still unresolved with the Division Chair, contact the appropriate Dean

<b>Academic Deans:</b>		<b>Office:</b>	<b>Phone</b>	<b>Email:</b>
Arts & Sciences	Jim Goodman	AD 101B	455-0664	<a href="mailto:goodmanj@hawaii.edu">goodmanj@hawaii.edu</a>
Career & Technical Education	Ron Umehira	AD 101A	455-0321	<a href="mailto:umehira@hawaii.edu">umehira@hawaii.edu</a>

Step 4: If unresolved with the Dean, contact the Vice Chancellor for Academic Affairs

Interim Vice Chancellor for Academic Affairs	Kay Ono	AD 108	455-0269	<a href="mailto:kayono@hawaii.edu">kayono@hawaii.edu</a>
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