

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: If, after working with one's instructor and the issue remains unresolved, contact the Division Chair via email, phone, or in-person.

| Division: | Chair: | Office: | Phone | Email: |
|--------------------------------|----------------------|---------|----------|--|
| Arts & Humanities | Susan Lum | FA 111 | 455-0351 | susanlum@hawaii.edu |
| Business | Tina Lee | BE 213 | 455-0344 | tinaplee@hawaii.edu |
| Language Arts | Kathryn Fujioka-Imai | LA 201 | 455-0330 | kathrynf@hawaii.edu |
| Mathematics & Natural Sciences | William Albritton | MS 211 | 455-0251 | walbtritt@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 |
| Wai'anae Moku | Danny Wyatt | 101C | 454-4704 | dwyatt@hawaii.edu |
| Student Services | Lexer Chou | CC 205 | 455-0248 | achou@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 | Jim Goodman | AD 101B | 455-0664 | goodmanj@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 |

Step 3: If unresolved with the Dean, contact the Vice Chancellor of Academic Affairs

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| Vice Chancellor for Academic Affairs | Keala Chock | AD 108 | 455-0269 | keala.chock@hawaii.edu |
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