

# 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 grade book). 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	<a href="mailto:susanlum@hawaii.edu">susanlum@hawaii.edu</a>
Business	Tina Lee	BE 213	455-0344	<a href="mailto:tinaplee@hawaii.edu">tinaplee@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	MS 211	455-0251	<a href="mailto:walbritt@hawaii.edu">walbritt@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>
Student Services	Lexer Chou	CC 205	455-0248	<a href="mailto:achou@hawaii.edu">achou@hawaii.edu</a>

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

Division	Dean	Office	Phone	Email
Arts & Sciences	Jim Goodman	AD 101B	455-0664	<a href="mailto:goodman@hawaii.edu">goodman@hawaii.edu</a>
Career & Technical Education	Ron Umehira	AD 101A	455-0321	<a href="mailto:umehira@hawaii.edu">umehira@hawaii.edu</a>
Student Services	Kami Kato	AD 227	455-0260	<a href="mailto:kamik@hawaii.edu">kamik@hawaii.edu</a>

**Step 3:** If the 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](mailto:keala.chock@hawaii.edu)