

Hawaii Medical College Complaint Policy and Procedure

I. Purpose:

The purpose of this Complaint Policy and Procedure is to establish a framework for addressing and resolving concerns or complaints from students at Hawaii Medical College in a fair, transparent, and timely manner.

II. Definitions:

- Complaint: A formal expression of dissatisfaction with any aspect of the college's services, facilities, policies, or procedures by a student.
- Complainant: The student or individual filing the complaint.
- Respondent: The college staff member, faculty, or department involved in the complaint.
- Complaint Resolution: The process of addressing and resolving a complaint to the satisfaction of all parties involved.

III. Informal Resolution:

Many concerns and complaints can be resolved informally through open communication. Students are encouraged to follow these steps initially:

- Discuss the issue with the individual(s) involved or the relevant department.
- If not resolved, escalate the concern to the department head or supervisor.
- Seek guidance from the Student Affairs Office or relevant college authority.

IV. Formal Complaint Procedure:

If the complaint remains unresolved through informal means, the following formal procedure will be followed:

Step 1: Filing a Formal Complaint

- The complainant must submit a written complaint to the Director of Compliance using the designated Grievance Form on the college website: <https://www.hmi.edu/grievance-form/>
- The complaint should include specific details, such as the nature of the complaint, relevant dates, individuals involved, and any supporting documentation.

Step 2: Acknowledgment

- The college will acknowledge receipt of the complaint within 5 business days.
- An assigned staff member will be responsible for managing the complaint process.

Step 3: Investigation and Resolution

- The college will conduct a thorough investigation, which may include interviews with relevant parties and a review of any documentation.
- The investigation will be completed within [X] business days.
- A resolution will be proposed based on the investigation findings.

Step 4: Notification

- The complainant will be notified of the resolution within 10 business days after the investigation is completed.
- If the complaint is resolved to the complainant's satisfaction, the matter will be considered closed.

V. Record Keeping:

All complaints and their resolutions will be documented and kept on file, ensuring confidentiality and compliance with applicable laws.

VI. Non-Retaliation:

The college prohibits any form of retaliation against individuals who file complaints in good faith.

VII. Review and Updates:

This Complaint Policy and Procedure will be reviewed periodically and updated as necessary to ensure its effectiveness and compliance with relevant regulations.