

# Student Academic Grievance Procedures

The College has adopted the University of Hawai'i's Policy and Procedures for Student and Applicant Complaints and Grievances. Copies of the procedures are available in the Office of the Vice Chancellor for Student Affairs.

Students having concerns about educational and civil rights matters are encouraged to contact:

## **Vice Chancellor for Student Affairs**

Windward Community College

Hale 'Ākoakoa 202

45-720 Kea'ahala Road

Kāne'ohe, HI 96744

Phone: 808-235-7466

## Student Grievance Procedures

The College maintains formal procedures for resolving complaints and grievances brought by students who believe a faculty member has acted improperly or in a manner inconsistent with the student's customary academic expectations. These procedures are contained in the Windward CC Policy Guidelines Manual, No. 4-6. The manual is available in the Office of the Vice Chancellor for Student Affairs, the Office of the Vice Chancellor for Academic Affairs, the library, and online at <https://windward.hawaii.edu/about-wcc/policies/student-academic-grievance-procedures/>. The following is a general summary of the steps in resolving a complaint. Students who have a complaint are urged to consult Policy No. 4-6 for more information if they wish to go beyond Step 2 below.

The Windward CC Academic Grievance Procedures protect students' freedom of expression, right to orderly and fair grading and evaluation, and right to confidentiality. These are defined in more detail in the policy.

Students who have a complaint must follow strict timelines to have their complaint resolved under this policy, as follows:

**Step 1.** Within 14 calendar days after a student has become aware of the problem, she or he must attempt to resolve the matter with the faculty member involved.

**Step 2.** If the matter is not resolved, the student may discuss the matter with the faculty member's Dean. This must be done within 7 calendar days after the last scheduled meeting with the faculty member. The Dean has 7 calendar days to resolve the complaint.

**Step 3.** If the student is not satisfied with the results of Step 2, he or she may file a written complaint with the Vice Chancellor for Academic Affairs. This must be done within 7 calendar days after notification by the Dean. The Vice Chancellor for Academic Affairs has 14 calendar days to resolve the matter.

**Step 4.** If the matter is not satisfactorily resolved by the Vice Chancellor for Academic Affairs, the student may file a written grievance with the Chairperson of the Academic Grievance Committee. This must be done within 7 calendar days after notification by the Vice Chancellor for Academic Affairs.

Within 10 calendar days, the Academic Grievance Committee must convene a hearing, detailed procedures for which are contained in the Policy Guidelines Manual. The Committee informs the Chancellor of its findings and recommendations within 5 calendar days after the close of the hearing. The Chancellor's decision is final within the University.

The process of addressing allegations of discrimination are described in the procedures for Handling Impermissible Behavior and the Academic Grievance Procedures and in CCCM No. 2210, UH Community College Procedure and Guidelines Relating to Complaints of Discrimination. Copies are available at the Office of the Vice Chancellor for Student Affairs or online at [https://www.hawaii.edu/ccs/Docs/CCCM\\_PDF/2210-050191.pdf](https://www.hawaii.edu/ccs/Docs/CCCM_PDF/2210-050191.pdf).

Complaints associated with the institution's compliance with academic program quality and accrediting standards can be addressed through our accrediting body, the Accrediting Commission for Community and Junior Colleges (ACCJC). Their complaint process is found at <http://www.accjc.org/complaint-process>.

Students may also file complaints of discrimination with the Office of Civil Rights, U.S. Department of Education. Their complaint process is found at <https://www2.ed.gov/about/offices/list/ocr/docs/howto.html>.