

OCEWD 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 Program Coordinator via email, phone, or in-person. Any programs not listed or if you are unsure, proceed to Step 2.

Program:	Chair:	Office:	Phone	Email:
Motorcycle	Elizabeth Labby	CE 401	454-4746	labby@hawaii.edu
CDL	Michael Scully	CE 101	455-0538	mscully@hawaii.edu
Healthcare	Patrick Leddy	CE 101	455-0470	psleddy@hawaii.edu
Industry and Trades	William Labby	CE 401	455-0688	wlabby@hawaii.edu

Step 2: If, after working with the program coordinator and the issue remains unresolved, contact the Division Chair via email, phone, or in-person.

Division:	Chair:	Office:	Phone	Email:
OCEWD	William Castillo	CE 101	455-0501	wkcastil@hawaii.edu

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

Academic Deans:		Office:	Phone	Email:
Career & Technical Education	Ron Umehira	AD 101A	455-0321	umehira@hawaii.edu

Step 4: If 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
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