



## 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

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- The college will acknowledge receipt of the complaint within five (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 documentation.
- A resolution will be proposed based on the investigation findings.

## Step 4: Notification

- The complainant will be notified of the resolution within ten (10) business days following the conclusion of the investigation.

## **V. Record Keeping:**

All complaints and their resolutions will be documented and maintained on file in accordance with applicable laws and institutional policy.

## **VI. Non-Retaliation:**

Hawaii Medical College prohibits any form of retaliation against individuals who file complaints in good faith.

## **VII. Review and Updates:**

This Complaint Policy and Procedure is reviewed periodically and updated as necessary to ensure ongoing effectiveness and compliance with applicable regulations.

## **VIII. State Authorization Reciprocity Agreement (SARA) Complaints:**

Hawaii Medical College participates in the State Authorization Reciprocity Agreement (SARA).

Students who reside outside the State of Hawai'i and who have completed Hawaii Medical College's internal complaint process, but believe their complaint has not been satisfactorily resolved, may appeal the complaint to the institution's home state SARA Portal Entity.

The Hawai'i SARA Portal Entity is:

### **Hawai'i Postsecondary Education Authorization Program (HPEAP)**

If a complaint is not resolved at the state level, students may then file a complaint with the National Council for State Authorization Reciprocity Agreements (NC-SARA).



## Hawaii Medical College

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Additional information regarding the SARA complaint process is available at the NC-SARA website.