**Policy:**

Genesis College takes all grievances and complaints seriously. All students and faculty/staff members are encouraged to submit all grievances and complaints immediately to ensure timely review and resolution of the issue.

**Procedure(s):**

1. All students and faculty/staff members will be informed of this policy
   1. Students are informed at time of enrollment
   2. Faculty/staff members are informed at time of hire
2. All grievances and complaints are to be submitted on the “Grievance-Complaint Submission” form
   1. Completed submission forms are to be submitted to:
      1. Grievances/complaints against faculty/staff are submitted to Human Resources (HR) Department
         1. Such complaints will be reviewed by HR and directed to the Director of Education or other appropriate management person
      2. Grievances/complaints against students or in regards to policies, processes, or courses are to be submitted to the Director of Education or Student Services Representative
         1. Such complaints will be reviewed by the Director of Education
3. All completed “Grievance-Complaint Submission” forms will be reviewed within 3 business days
4. A response will be sent to the person submitting the grievance/complaint within 7 business days
   1. Full resolution of the issue may take longer than 7 business days
   2. The person submitting the grievance/complaint will be notified upon full resolution of the issue with the final decision and outcome
5. Grievances and complaints may also be submitted to governmental regulatory agencies and/or accrediting bodies
   1. Genesis College is governed by the State of Hawaii Department of Education (DOE)
   2. Genesis College is accredited by the Accrediting Council for Continuing Education & Training (ACCET)
      * 1. A copy of the “Notice to Students: ACCET Complaint Procedure for Institutions Applying for ACCET Accreditation” will be provided to all students at time of enrollment
        2. A copy of the “Notice to Students: ACCET Complaint Procedure” will be provided to all students at time of enrollment
   3. Contact information can be found in the course catalog (pages 21 and 22) as well as posted in classrooms and on the Genesis College Hawaii webpage

References & Related Policies/Forms:

* Grievance-Complaint Submission Form
* Notice to Students: ACCET Complaint Procedure for Institutions Applying for ACCET Accreditation
* Notice to Students: ACCET Complaint Procedure
* Contact Information – Hawaii State DOE & ACCET