

The Division of Student Affairs (DSA) manages the process involving students filing complaints about breaches of the student conduct code.

General Complaint Procedure for Students

Regardless of the type of complaint, an individual filing a complaint must be the alleged victim of unfair treatment and cannot be filed by a third party. Also, the existence of complaint procedures does not bar a complainant from also filing a claim in other forums to the extent permitted by state or federal law. All complaints must be in writing, state the nature of the complaint, outline University policies or state or federal laws that have been violated (if known), name the respondent party/parties (against whom the complaint is filed), along with requested remedy.

Complaint against a student (all categories of discrimination except gender/sex complaints)

All student complaints that are related to other students, and are not related to gender/sex complaints, should be addressed through the [Student Code of Conduct](#). Students are able to [file an incident report](#) online. Formal inquiries/questions are directed to the Dean of Students: Dr. [Christopher Holland](#) , Associate Vice Chancellor for Student Affairs/Dean of Students.

UH Hilo uses Maxient to track and monitor student conduct cases. Below are the number of cases and unique students involved in student conduct cases for the past four academic years:

2017-2018

178 total cases; 141 unique individual students

2018-2019

169 total cases; 142 unique individual students

2019-2020

161 total cases; 144 unique individual students

2020-2021

170 total cases; 137 unique individual students

Maxient is unable to track the number of dispositions by student. It is possible that staff can track this data manually. Additionally, Maxient is not able to report on the number of dispositions based on complaints made by solely by students because the program is set up to track data per student reported and not by complainant type (student, faculty, staff, etc.). Our Dean of Students has created a separate reporting mechanism that is currently being used to track dispositions and the source of complaint so that we will be able to report on these details in the future.