

ICAOM  
STUDENT GRIEVANCE POLICY

- 1) Students with a grievance about a specific staff or faculty member or any other concern are asked first to attempt to resolve the situation with the individual directly.
- 2) The grievance must be presented within 30 calendar days of the incident.
- 3) The student may wish to seek mediation to resolve the matter, after/he/she has discussed the grievance with the Chair of the Faculty, and the President/CEO.
- 4) If the student feels that the grievance was not resolved satisfactorily, the student then must submit his or her grievance in writing by using the Student Grievance form to the Director of Student Affairs to include:
  - The statement of facts as the grievant perceives them, citing specific violations where possible;
  - The respondent's statement of actions, if any, during or after the consultation, and
  - The remedy sought by the grievant.
- 5) must acknowledge the complaint to the grievant and inform the individual grieved upon.
- 6) The Director will then meet with the student, gather any additional information needed, complete any consultation, and notify in writing the grievant of the determination and decision, with a copy of the findings to the individual grieved upon, within 10 days.
- 7) If additional time is needed, the time may be extended by agreement of both parties or extenuating circumstances, as determined by the administrator to whom the grievance is presented.
- 8) If the student believes that the grievance has not been satisfactorily resolved, the student can request the grievance be brought to the Chancellor, who in consultation with the CEO/President, will meet separately with the student and with the individual grieved upon, and will make a final determination as to how the grievance will be resolved.
- 9) If the student believes that the grievance has not been satisfactorily resolved, the student can request the grievance be brought to the Chancellor, who will meet separately with the student and with the individual grieved upon, and in consultation with the CEO/President, will make a final determination as to how the grievance will be resolved.
- 10) If the grievant does not meet the stated time limitations, the process will be terminated, and the grievance cannot be resubmitted.
- 11) If the student is still not satisfied that ICAOM has adhered to this policy or been fair in its handling of the grievance, the student may contact the following agencies:

Hawai'i Post-Secondary Education Authorization Program (HPEAP)  
335 Merchant Street, Rm. 310, Honolulu, HI 96813  
(808) 586-7327 [hpeap@dcca.hawaii.gov](mailto:hpeap@dcca.hawaii.gov) [cca.hawaii.gov/hpeap](http://cca.hawaii.gov/hpeap)

Accreditation Commission for Acupuncture and Herbal Medicine (ACAHM)  
500 Lake Street, Suite 202  
Excelsior, MN 55331  
Phone (952) 212-2434  
<https://acaahm.org/>