

## 4. Complaint Policy

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Last updated: September 1, 2017

### 1. Introduction

Babel University Professional School of Translation (the School) is committed to providing a high quality service to all students. The School welcomes students' comments and opinions concerning every part of the School's Master of Science in Translation (MST) program. If complaints arise, the School takes appropriate actions mentioned below to help students resolve their issues and to improve the School's service and program continuously.

Students can expect to be treated with courtesy, respect and fairness at all times. The School expects that students will also treat the School's staff dealing with complaint with the same courtesy, respect and fairness. Unreasonable and abusive behavior will be informed to the appropriate authorities as necessary.

### 2. Scope of Complaints

It is the policy of the School to provide an effective and timely method for students to bring forth their complaints. These complaints may include the following issues.

1. Complaints Concerning Administration
  - Enrollment/registration
  - Financial issues
  - Students services
  - Internship/scholarship
  
2. Complaints Concerning Program
  - e-Technology issues
  - Program contents/materials
  - Program effectiveness
  - Library services
  - Grading on assignments/examinations/thesis/graduation project
  - Performance of a Faculty member
  - Intellectual Property
  
3. Complaints Concerning Non Academic Matters
  - Equal Educational Opportunity
  - Discrimination
  - Discriminatory Harassment

- Sexual Harassment
- Misconduct, Dishonesty or Fraud in Research

### **3. Filing Complaints**

Students may contact the Student Service Manager for any complaints via email.

Student Service Manager  
Name: Yuji Tateno  
Email: [admin@babel.edu](mailto:admin@babel.edu)

The Student Service Manager will consult with the functional department manager to resolve issues. The School's individuals may be interviewed if they are involved with students' complaints.

Unless otherwise prescribed by regulation, the following general guidelines should be followed regarding responses to complaints:

- 1) Complaints should be acknowledged within 5 business days after receipt of a complaint.
- 2) Inquiries, comments, or objections should be answered or information provided within 15 business days after receipt.

If issues are not resolved, Students may file such dissatisfaction in writing to the Educational Director. Students should explain and describe their issues and demands clearly and precisely.

Educational Director  
Name: Tomoki Hotta  
Email: [hotta@babel.edu](mailto:hotta@babel.edu)

### **4. Investigation Committee**

Within 30 days from the receipt of complaints, the Educational Director shall organize an investigation committee consisting of himself, the Students Service Manager and the individual concerned who is designated by the Educational Director. The investigation committee will determine its judgment within 180 days from the date of organization. The judgment will be notified to the student who has filed the complaints.

### **5. Appeal**

If the student is dissatisfied in the judgment, the student may file an appeal to the appellate committee at the address below. The appellate committee is comprised of the Chancellor, the Vice Chancellor, and the Director of Administration. Appellate committee will make its judgment within 180 days from the date of appeal. Appellate committee's judgment is final.

Appellate Committee

Email: [pst@babel.edu](mailto:pst@babel.edu)

### **6. Filing Complaints to External Organizations**

After exhausting all institutional processes, the student may seek external grievance committee's assistance in resolving complaints. The student can contact two organizations listed below.

i. Hawaii Post-Secondary Education Authorization Program (HPEAP)

Department of Commerce and Consumer Affairs

335 Merchant Street, Rm. 310

Honolulu, Hawaii 96813

(808) 586-7327

[cca.hawaii.gov/hpeap](http://cca.hawaii.gov/hpeap)

[hpeap@dcca.hawaii.gov](mailto:hpeap@dcca.hawaii.gov)

\*HPEAP may investigate complaints based on possible violations of the Hawaii authorization statutes or rules.

ii. The Distance Education Accrediting Commission (DEAC)

Distance Education Accrediting Commission

1101 17th Street NW, Suite 808, USA

Washington, DC 20036

Tel: 202-234-5100

Email: [info@deac.org](mailto:info@deac.org)