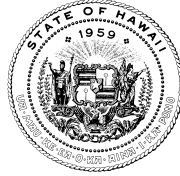


JOSH GREEN, M.D.
GOVERNOR
STATE OF HAWAII
*Ke Kia'āina o ka Moku'āina 'o
Hawai'i*

SYLVIA J. LUKE
LT. GOVERNOR
STATE OF HAWAII
*Ka Hope Kia'āina o ka Moku'āina
'o Hawai'i*



STATE OF HAWAII
DEPARTMENT OF HAWAIIAN HOME LANDS

Ka 'Oihana 'Āina Ho'opulapula Hawai'i

P. O. BOX 1879
HONOLULU, HAWAII 96805

KALI WATSON
CHAIRPERSON, HHC
Ka Luna Ho'okele

KATIE L. LAMBERT
DEPUTY TO THE CHAIR
Ka Hope Luna Ho'okele

FILING A COMPLAINT WITH THE DEPARTMENT OF HAWAIIAN HOME LANDS

The Department of Hawaiian Home Lands (DHHL) may investigate possible lease violations in accordance with the Hawaiian Homes Commission Act. There are many ways that we learn of these violations, but our most important source of information is from our beneficiaries. Therefore, let us begin by saying: "Thank you for helping us better our community." That is what you are doing when you submit a complaint.

This memo explains what we will do when you submit a complaint form. Please read this information carefully, so that you will understand what we will and (just as important) will not be doing with your complaint.

1. **WE DO NOT REPRESENT YOU.** Please understand that by accepting your complaint, the DHHL does not represent you in any capacity. We do not have the resources to investigate every case, and our enforcement is limited to cases that involve significant lease violations. Any action the DHHL takes is on behalf of the Department of Hawaiian Home Lands, The Hawaiian Home Lands Trust, and the State of Hawaii.

2. **HOW YOU CAN HELP US UNDERSTAND YOUR COMPLAINT.** To help us accurately review your complaint, please attach all relevant evidence to your complaint form; **DO NOT SEND ORIGINAL DOCUMENTS.** If no evidence is attached to your Complaint Form will be treated as "For Information Only" and no further action will be taken.

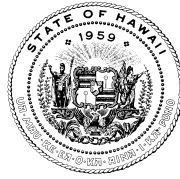
3. **HOW WE MAY USE YOUR COMPLAINT.** We collect and review complaints to look for patterns of issues or series of multiple complaints. Some complaints may represent an isolated incident. If a complaint warrants further action by the DHHL, you may be contacted for more information or be requested to be a witness. Please be aware that the DHHL **DOES NOT COMMENT ON ACTIVE INVESTIGATIONS.**

4. **CIVIL COMPLAINTS.** Some complaints received may fall outside of the DHHL's enforcement. In these cases, your complaint will be filed but the DHHL will not be able to act on, support, or give advice on civil complaints. Please seek legal counsel.

5. **IF YOU WITNESS A CRIMINAL ACT. CALL THE POLICE.** If you choose to inform the DHHL of a criminal act, complete the Complaint Form with all the pertinent information and the DHHL will monitor the situation.

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**STATE OF HAWAII
DEPARTMENT OF HAWAIIAN HOME LANDS**

Ka 'Oihana 'Āina Ho'opulapula Hawai'i

P. O. BOX 1879
HONOLULU, HAWAII 96805

**INSTRUCTIONS IN FILING A COMPLAINT WITH THE
DEPARTMENT OF HAWAIIAN HOME LANDS**

Please follow the instructions below when submitting a complaint. All complaints must be mailed or hand delivered to The Department of Hawaiian Home Lands (DHHL) in an enclosed envelope for confidentiality purposes. You may also email your complaint with the email provided below.

1. **COMPLETE THE COMPLAINT FORM AND ATTACH COPIES OF ALL EVIDENCE.**

2. **MAIL OR HAND DELIVER THE COMPLAINT TO:**

DEPARTMENT OF HAWAIIAN HOME LANDS
ATTN: COMPLAINTS
94-5420 KAPOLEI PARKWAY
KAPOLEI, HI 96707

OR

DEPARTMENT OF HAWAIIAN HOME LANDS
ATTN: COMPLAINTS
P. O. BOX 1879
HONOLULU, HAWAII 96805

3. **OR EMAIL THE COMPLAINT TO:**

dhhlcomplaints@hawaii.gov

KAPOLEI OFFICE
91-5420 Kapolei Pkwy.
Kapolei, HI 96707
Phone: (808) 620-9500

STATE OF HAWAII
DEPARTMENT OF HAWAIIAN HOME LANDS
P.O. BOX 1879
HONOLULU, HAWAII 96805
www.dhhl.hawaii.gov

EAST HAWAII OFFICE
160 Baker Ave.
Hilo, Hawaii 96805
Phone: (808) 933-0910

WEST HAWAII OFFICE
P.O Box 125
Kamuela, Hawaii 96743
Phone: (808) 887-6053

MAUI OFFICE
655 Kaunualii St., Suite 1
Wailuku, Hawaii 96793
Ph: (808) 760-5120

KAUAI OFFICE
3060 Eiwa St, Rm 2003
Lihue, Hawaii 96766
Phone: (808) 274-3131

MOLOKAI OFFICE
P.O. Box 2009
Kaunakakai, Hawaii 96748
Ph: (808) 560-6104

COMPLAINT

Your Name			Individual you are complaining against		
Address (Forwarding, if applicable)			Address		
City	State	Zip Code	City	State	Zip Code
()	()	()	()	()	()
Residence Phone	Alternate Phone		Residence Phone	Alternate Phone	
Email Address			Email Address		

FURTHER INFORMATION

1. Nature of Complaint (Lease Violation, Land, General, Etc.) _____
2. Brief summary of the complaint. _____
3. Island _____
4. Previously Reported to DHHL? _____
5. Homestead _____
6. Are you a lessee? _____
7. Was the Police Notified or Involved? _____
8. Police Report No. _____
9. Are you willing to testify if a Contested Case Hearing is held? _____
10. What is the resolution you wish to achieve? _____

COMPLAINT. Please type or print clearly in black ink your specific complaints. Attach copies of all pertinent documents (photographs, reports, etc.), and the names, addresses, and telephone numbers of any witnesses. If you need additional space, continue a separate sheet of paper and attach it to this form.

Your signature

Date

A copy of this complaint may be given to the Defending Party and may become public record. If there is information that you feel is confidential, such as an unlisted home telephone number or Social Security number, please do not include it on this form or any attachment.