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 Kiaʾāina o ka Mokuʾāina ʾo Hawaiʾi



KALI WATSON CHAIRPERSON, HHC Ka Luna Hoʻokele

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

P. O. BOX 1879 HONOLULU, HAWAII 96805

# 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. <u>WE DO NOT REPRESENT YOU.</u> 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 <u>DOES NOT COMMENT ON ACTIVE INVESTIGATIONS.</u>
- 4. <u>CIVIL COMPLAINTS.</u> 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.

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



KALI WATSON CHAIRPERSON, HHC Ka Luna Hoʻokele

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

# 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. <u>COMPLETE THE COMPLAINT FORM AND ATTACH COPIES OF ALL</u> 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

# **WEST HAWAII OFFICE**

64-756 Mamalahoa Hwy. Kamuela, Hawaii 96743 Phone: (808) 887-6053

#### **KAUAI OFFICE**

3060 Eiwa St, Rm 201 Lihue, Hawaii 96766 Phone: (808) 274-3131

# **STATE OF HAWAII**

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

# **COMPLAINT**

## **EAST HAWAII OFFICE**

160 Baker Ave. Hilo, Hawaii 96720 Phone: (808) 974-4250

### **MAUI OFFICE**

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

#### **MOLOKAI OFFICE**

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

Your Name Address (Forwarding, if applicable)			Individual you are complaining against		
			Address		
City	State	Zip Code	City	State	Zip Code
)	(		(		()
esidence Phone	Alternate	e Phone	Residence Phone		Alternate Phone
mail Address			Email Address		
URTHER INFOR	RMATION				
. Nature of Complain	t (Lease Violation,	Land, General, Et	c.)		
. Brief summary of th	e complaint				
. Island			4. Previously Reported to DHHL?		
. Homestead			6. Are you a les	see?	
			8. Police Report No		
What is the resolution					

COMPLAINT. Please type or print clearly in black ink your spec	ific complaints. Attach copies of all pertinent
documents (photographs, reports, etc.), and the names, addres	ses, and telephone numbers of any witnesses. If
you need additional space, continue a separate sheet of paper and	affach if 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.