

Internal Complaint Process Procedures

Persons wishing to file an appeal with the Merit Appeals Board (MAB) must first complete the Internal Complaint process. The Internal Complaint process may result in rapid resolution of complaints, without the necessity of a formal hearing by the MAB.

Obtain a copy of the Internal Complaint form from the following agencies, and file your complaint with the same agency, if you are:

A Current State Employee:

The Personnel Office of your department (for example: Department of Health Personnel Office if you are a DOH employee, etc.)

An applicant for State employment other than a State employee:

If you filed your employment application form with the Department of Human Resources Development (DHRD); you should obtain the Internal Complaint Form from DHRD and file your complaint with DHRD at:

Department of Human Resources Development
235 South Beretania Street, Room 1100
Honolulu, Hawaii 96813

You may call (808) 587-1100 to have a copy of the form mailed to you.

❖ ***Important Note: If you filed your application with another State Department (rather than DHRD), you should obtain an Internal Complaint Form from that same office.***

Merit Appeals Board

Additional information on the Merit Appeals Board can be found on the Internet. If you do not have access to the internet at home or at your office, you may use the computers at your public library to review these materials:

Rules: <http://dhrd.hawaii.gov/merit-appeals-board/>

Statutes: http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0076/
(Relevant statutes are found in Chapter 76, Sections 14 and 47)