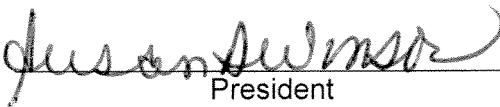


**AIKEN TECHNICAL COLLEGE
PROCEDURE**

Procedure Title:	General Public Complaints	Procedure Number:	5-1-102.4
Institutional Authority:	President		
Associated SBTCE Policy/Procedure:	3-2-106		
Governing ATC Policy:	5-1-102		

Approved: 
President

Date Adopted: 09/12/2011
Date Revised:

DISCLAIMER

PURSUANT TO SECTION 41-1-110 OF THE CODE OF LAWS OF SC, AS AMENDED, THE LANGUAGE USED IN THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE AGENCY.

In accordance with the Commission on Colleges requirement to have adequate procedures for addressing complaints by students, employees and others, the following procedure should be followed by College personnel when handling any complaint from the general public. Once a complaint is submitted, faculty and staff will:

1. Research the issue and provide feedback to the complainant (if known) within 2 business days.
2. If not within your area of responsibility, forward the issue to the appropriate faculty or staff member following the chain of command when possible. Follow up to ensure resolution is found.
3. If within your area of responsibility/authority, maintain a record of the issue(s) that is discussed with the complainant. Assess any trends for College review and submit to the appropriate administrator, associate vice president or vice president as applicable for college improvement.

Anonymous complaints should be handled as above and a record maintained as needed.