

**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: 02/12/2024

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.

The College has established a process for addressing complaints by the general public. The following procedure should be followed by College employees when receiving any complaint from the general public.

Upon receipt of a complaint, employees will:

1. Research the issue, discuss it with the supervisor, and provide feedback on the complaint (if known) within two (2) business days.
2. Contact the appropriate employee if the complaint concerns another area of the College and follow up to ensure resolution.
3. Ensure that the individuals responsible for maintaining a log of complaints and resolution have the necessary information for documentation and subsequent review for improvement.

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