Aiken Technical College
Procedure

<table>
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<tr>
<th>Procedure Title:</th>
<th>GENERAL PUBLIC COMPLAINTS</th>
<th>Procedure Number:</th>
<th>5-1-102.4</th>
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<tr>
<td>Institutional Authority:</td>
<td>President</td>
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<tr>
<td>Associated SBTCE Policy/Procedure:</td>
<td>3-2-106</td>
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<td>Governing ATC Policy:</td>
<td>5-1-102</td>
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Approved: [Signature]
President

Date: 09/12/2011

Date Revised: 07/31/2019

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 students, employees, and 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 with supervisor, and provide feedback to 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 maintained as needed.