AIKEN TECHNICAL COLLEGE
PROCEDURE

Procedure Title: INFORMAL COMPLAINTS/SUGGESTIONS	Procedure Number: 5-1-102.3
Institutional Authority: Chief Student Services Officer	
Associated SBTCE Policy/Procedure: 3-2-106	
Governing ATC Policy: 5-1-102	

Approved: Forest E Mahan — President

Melinda Rodgers — Chief Student Services Officer

Date Adopted: 02/08/2010
Date Revised: 09/29/2025

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 encourages students to express their concerns and suggestions to College personnel through letters and e-mail, in person, by phone, by Student Forum, and through the Student Suggestions link available on the MyATC portal. Realizing that many issues can be addressed by informal dialogue, faculty and staff maintain “open doors” to assist students. However, once an issue is presented, faculty and staff will:

1. Research the issue and provide feedback to the student if they are identified.
2. Forward the issue to the appropriate staff member for their research and response to the student (if the issue is outside the faculty/staff member’s area of expertise).
3. Maintain a record of the issues that are discussed with them, assess patterns for College review, and submit college-improvement issues to their supervisor.

Students wanting to express concerns or suggestions anonymously may do so through the Student Suggestions link available in the MyATC portal. Suggestions submitted online are forwarded to the appropriate College office for review and/or action.