



TECHNICAL COLLEGE  
OF THE LOWCOUNTRY

**POLICY: Institutional Complaints**  
**Number: 5.5.1**

Responsibility: Human Resources  
Last Updated: February 21, 2023  
State Policy/Law:

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Commission Chair

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President

**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 SC STATE BOARD FOR TECHNICAL AND COMPREHENSIVE EDUCATION / THE SC TECHNICAL COLLEGE SYSTEM OR THE TECHNICAL COLLEGE OF THE LOWCOUNTRY. THE STATE BOARD FOR TECHNICAL AND COMPREHENSIVE EDUCATION/THE SC TECHNICAL COLLEGE SYSTEM AND THE TECHNICAL COLLEGE OF THE LOWCOUNTRY RESERVE THE RIGHT TO REVISE THE CONTENT OF THIS DOCUMENT, IN WHOLE OR IN PART. NO PROMISES OR ASSURANCES, WHETHER WRITTEN OR ORAL, WHICH ARE CONTRARY TO OR INCONSISTENT WITH THE TERMS OF THIS PARAGRAPH CREATE ANY CONTRACT OF EMPLOYMENT.

It is the policy of the Technical College of the Lowcountry to provide a learning environment for its students in which formal complaints are responded to in a prompt and fair manner.

Formal institutional complaints are written expressions of dissatisfaction or formal allegations against the Technical College of the Lowcountry, its units, its faculty, and its students. Institutional complaints covered by this policy include those directly addressing some element of the TCL mission but exclude those covered by the Student Code and Grievance process.