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.