



FDTC STUDENT COMPLAINT RESOLUTION CHART

The Florence–Darlington Technical College faculty and staff serve as a resource for students seeking assistance in resolving campus community matters. The chart below details the initial area for assistance referral and the subsequent contact areas as one moves forward toward issue resolution.

ISSUE	FIRST RESPONSE	NEXT LEVEL	NEXT LEVEL	VICE PRESIDENT
Academic concerns	Instructor	Department Head	Associate VP	VP Academic Affairs
Advising	Faculty Advisor	Department Head	Associate VP	VP Academic Affairs
Application	Admissions Specialist	Director of Admissions & Recruitment		VP Student Services & Enrollment Management
Assessments	Assessment Director			VP Student Services & Enrollment Management
Athletics	Coach	Director of Activities/Athletics		VP Student Services & Enrollment Management
Bookstore	Bookstore Manager			VP Business Affairs
Campus tours	Recruitment Specialist	Director of Admissions & Recruitment		VP Student Services & Enrollment Management
Faculty concerns	Instructor	Department Head	Associate VP	VP Academic Affairs
Financial aid	Director of Financial Aid			VP Student Services & Enrollment Management
Graduation	Graduation Specialist	Registrar		VP Student Services & Enrollment Management
Library	Director	Associate VP of Health & Sciences		VP Academic Affairs
Parking	Campus Police Chief	Director of Physical Plant		VP Business Affairs
Parking tickets	Issuing Officer	Director of Physical Plant		VP Business Affairs
Recruitment Services	Recruiters	Director of Admissions & Recruitment		VP Student Services & Enrollment Management
Refund requests	Business Office cashier	Director of Financial Services		VP Business Affairs
Residency New students	Admissions Specialist	Director of Admissions & Recruitment		VP Student Services & Enrollment Management
Residency Continuing students	Students Records Specialist	Registrar		VP Student Services & Enrollment Management
Security	Campus Police Chief	Director of Physical Plant		VP Business Affairs
Student accounts	Business Office cashier	Director of Financial Services		VP Business Affairs
Student activities	Activities coordinator	Director of Activities/Athletics		VP Student Services & Enrollment Management
Student grievance	Registrar	VP Student Services & Enrollment Management		
Student records	Student Records Specialist	Registrar		VP Student Services & Enrollment Management
Students with disabilities	Director Student Disability Services	VP Student Services & Enrollment Management		
Success Center	Lead Tutor	Director		VP Student Services & Enrollment Management
Transcripts/Student Records	Student Records Specialist	Registrar		VP Student Services & Enrollment Management
Transcripts/ Admission	Admissions Specialist	Director of Admissions & Recruitment		VP Student Services & Enrollment Management