

PTA Program Complaint Procedure

Complaints from prospective and enrolled students and from the community at large, including clinical sites and employers of graduates, against the Physical Therapist Assistant Program, that fall outside of due process are directed to the appropriate college personnel from the point of receipt. A formal complaint must be reduced to writing and signed by the complaining party and all formal complaints will be investigated within 30 days by the appropriate college personnel. Complaints from clinical instructors, graduate employers and the general public will be directed to the PTA Program Manager or the Associate Dean of Health Careers. Issues not resolved at this level will move forward to the Dean of Access and Learning or the Dean of Student Affairs depending on the nature of the complaint and if not resolved at that level will be directed to the Campus President. A record of the complaint and the resolution is kept on file in the office of the Associate Dean and or Program Manager. The PTA Program prohibits any form of retaliation against any party making a complaint against the program, its faculty or its students