

COMPLAINTS CONCERNING THE PTA PROGRAM

Complaints concerning the PTA program can be handled via two different mechanisms.

The policy and procedure for complaints and grievances for PRCC employees is stated in the *PRCC Policy & Procedure Manual* and can be accessed on: <http://www.prcc.edu/faculty/policy-procedure-manual/grievance>

The policy and procedure for complaints and grievances for others than PRCC employees can be accessed on: <http://www.prcc.edu/faculty/policy-procedure-manual/complaints-and-grievances> This policy and procedure is for all non-PRCC persons including, but not limited to, clinical education sites, employers of graduates, and the general public.

The *Policy & Procedure Manual* can be accessed from the PRCC Homepage by either performing a search or by clicking on the drop down box on *Faculty Information* then clicking on *Policies & Procedures*.

Complaints concerning the program can also be handled by another policy and procedure of the PTA program as seen below.

Student Complaints

It is encouraged by the PTA faculty that student complaints of any nature should be made to the faculty member involved or to the program chair for resolution. The meeting will be documented on the *Physical Therapist Assistant Advisement* form, which allows the student to have written input on complaints and then suggestions on a plan of corrective actions. If the student is not satisfied with the results of the meeting, they are encouraged to follow the *Student Due Process* policy and procedure. Any complaints documented on the *Physical Therapist Assistant Advisement* form are maintained in the PTA program office.

The student not satisfied with the outcome of the complaint has the option of filing a formal complaint to the **Commission on Accreditation in Physical Therapy Education**. This process can be viewed at: <http://www.capteonline.org/home.aspx>.

Non-Student Complaints

Complaints received from non-student persons will be addressed by completing the *PTA Program Complaint* form. Complaints received by clinical education faculty, students' parents or other family member, or the general public will be address by the PTA program faculty. If it is deemed necessary, administration will be involved. The complaint will be documented on the *PTA Program Complaint* form and faculty will meet to evaluate justification of the complaint. IF the complaint is justified appropriate actions will be taken to resolve the problem. Documentation of the decision will be included on the *PTA Program Complaint* form and the complainant will be notified in writing of the decision. Any complaints documented on the *PTA Program Complaint* form are maintained in the PTA program office

Complaints concerning the Program will be housed in the PTA Program office and filed under *Program Complaints*. These records will be held for three years. Complaints will be made available for review upon written request of interested parties, unless the complaint is of a personal nature and law would prohibit such complaint from being made public.