

POLICY ON COMPLAINTS

Christ instructs us in scripture as to how we are to communicate with one another related to grievances we have with others. Students and others stakeholders of the program are encouraged to follow the example provided in scripture if they have a complaint about the program by first going directly to the person involved (e.g. course instructor/faculty member, fellow student, clinical instructor) in an effort to address the complaint. If satisfactory resolution of the situation is not achieved, the individual is encouraged to submit their complaint about the PTA program on the Complaint Form provided on the program's website as well as an appendix in both the PTA Student and Clinical Handbooks. All complaints submitted to the PTA program that fall outside due process will be reviewed by the Program Director who will seek to *appropriately respond* to the complaint at the program level. Those individuals seeking to submit a complaint about the PTA program are encouraged to do so on the Complaint Form provided on the program's website as well as an appendix in both the PTA Student and Clinical Handbooks. *If the issue cannot be adequately addressed at the program level or the complaint concerns the PTA Program Director*, the Division Chair of Allied Health will be notified of the complaint. The focus of the resolution of complaint process will be to determine how the complaint might be resolved and used constructively in the assessment and improvement of the program and its ability to achieve program objectives thus safely and effectively serving the community.

Depending on the nature of the complaint, the complainant will receive a written response from the Program Director or Division Chair of Allied Health detailing resolution of the complaint or, when necessary, offered to meet privately with the Program Director to discuss the resolution process.

Complaints received by the PTA program from various sources including clinical education sites, employers of graduates, and the general public are maintained by the Program Director in a private and confidential manner (in a locked file cabinet housed in the office of the PTA program director) and are made available for viewing only by authorized individuals including but not limited to those involved in the performance improvement activities of the program (i.e., Academic Coordinator of Clinical Education, other PTA faculty, College Administration). *Records of complaints will be maintained in a secured, private file in the PTA program office for five years.*