



## How to File a Complaint About the Physical Therapist Assistant (PTA) Program

The PTA program encourages individuals to voice any concerns they may have. Individuals have the right to file a complaint without fear of reprisal.

The PTA Program has its own complaint policy that is separate and different from the college's due process policies and procedures. The PTA Program's complaint policy is designed to address concerns that are specific to the program, such as academic matters, clinical rotations, and faculty-student-public relations. The college's due process policies and procedures, on the other hand, are designed to address more serious matters, such as sexual harassment, discrimination, and academic dishonesty.

### Who can file a complaint?

Anyone can file a complaint about the PTA program without fear of retribution, including:

- Students (current and prospective)
- Graduates
- Faculty and Staff (full-time, part-time, and visiting)
- Clinical education sites and employers
- The general public

### What can you complain about?

- There are many things you can file a complaint about, such as:
  - **Academic issues:** Unfair treatment by instructors, cheating
  - **Non-academic issues:** Program resources, student behavior, safety concerns, fairness, communication problems
  - **Faculty or staff behavior:** Unprofessional conduct, harassment, discrimination

**Grade appeals are not covered by this policy.** Students who wish to appeal a final course grade must follow the procedures outlined in the Wayne County Community College District Student Handbook.

### The following steps should be used to file a complaint:

1. **Try to resolve it informally first.** Talk to the person involved directly (e.g., instructor, faculty member).
2. **If informal discussion doesn't work, follow the department-level grievance procedure:**
  - Fill out a [PTA Program Complaint Form](#) within 10 days of the incident.

Complaints must include the following information:

- Name and contact information of the stakeholder. Anonymous complaints will not be investigated.

- The date and time of the incident that is the subject to the complaint.
  - A clear statement of the issue, relevant facts, contact information, and any supporting documentation.
  - The names of any other individuals who were involved in the incident.
  - Copies of any other relevant information and supporting evidence.
- Submit the form and any supporting documents to the Program Dean.
    - Complaints against the Program Dean should be sent to the Health Science Provost.

**Complaint Investigation:** The PTA program has established a Complaint Review Committee (CRC) comprised of the Program Dean and Associate Dean. Upon receiving a complaint, the CRC will promptly evaluate and investigate the concerns raised. All parties involved will have the opportunity to provide their perspective and present evidence or witnesses.

**Investigation Process:** The Dean will lead the investigation, ensuring transparency, impartiality, and confidentiality. They may gather additional information from students, faculty, or others involved. You will be kept updated on the progress, and the Dean will provide a written decision within 48 hours.

**Complex Complaints:** The complexity and nature of the complaint may necessitate additional time to conduct a thorough and fair investigation. In such cases, the Program Dean will provide the complainant with regular updates regarding the progress of the investigation and an estimated timeline for resolution.

The CRC may need to:

- Gather more information
- Interview people involved
- Carefully review evidence

**Communication of Findings:** Once the investigation is completed, the Program Dean will provide a written report summarizing the findings, recommendations, and proposed actions to address the complaint. The Dean will seek to respond to a formal complaint within 48 hours from the date of receipt. The response will be communicated to the complainant in writing and any other relevant parties involved. Efforts will be made to ensure the dissemination of this information is fair, prompt, and consistent.

### Decisions and Appeals

- 1. Complaints Outside Due Process:** Program-level decisions concerning complaints beyond the scope of due process are final. If dissatisfied with the program-level resolution, there is no additional avenue for appeal within the program. However, students may still pursue the Student Inquiry Process for concerns regarding violations of due process.
- 2. Due Process Concerns:** Students who believe their due process rights have been violated may follow the separate Student Inquiry Process outlined on the WCCCD [Student Services](#) webpage.
- 3. CAPTE Accreditation Standards:** Individuals who believe the program is not adhering to CAPTE accreditation standards should directly contact CAPTE.

## **Filing a Complaint with the National Accreditation Agency (CAPTE):**

The Program encourages you to use the internal complaint process first. However, you have the right to file a complaint with the Commission on Accreditation in Physical Therapy Education (CAPTE) if you believe the college's process hasn't adequately addressed your concerns about the program's quality.

### **What can you file a CAPTE complaint about?**

- Issues related to the program's curriculum, such as content, organization, or outdated materials.
- Concerns about the qualifications or performance of faculty members.
- Problems with the program's facilities or resources, impacting your ability to learn.

### **How to File a CAPTE Complaint:**

1. Visit the CAPTE website for their complaint process and forms:

<https://www.capteonline.org/complaints>

**OR**

2. Contact the APTA Accreditation Department for more information and to obtain any necessary materials:

- Phone: 703-706-3245
- Email: [accreditation@apta.org](mailto:accreditation@apta.org)

### **Remember:**

- Filing a CAPTE complaint is a separate process from the college's internal grievance procedure.
- CAPTE focuses on issues that impact the overall quality of the program, not individual grievances.