



In the event that a complaint is made against the PCT PTA program by someone who is not directly associated with the PTA program, the program will follow the Policy and Procedure for Handling External Complaints* as follows:

It is the policy of the PTA program that concerns from clinical instructors or clinical site personnel, employers of graduates, and the public are to be heard and addressed in a timely manner.

Complaints must be submitted to the PTA program director or clinical director by mail, email, or comment section on the program website. Complaints will be answered by the program director within 10 working days of receipt. If the complaint involves alleged discrimination, the complaint will be forwarded to the College's Deputy Coordinator and Lead Investigator of Title VI, IX and Section 504 Student Issues, in accordance with the College's [Nondiscrimination Statement and Grievance Procedure](#) which may be found on the website at:

<https://www.pct.edu/campuslife/studentpolicy/nondiscrim.htm>

If the program director is unable to resolve the complaint, the Assistant Dean of Health Sciences, Mrs. Wendy Miller may be contacted at 570 327-4519, or by email at wendy.miller@pct.edu.

If the complaint cannot be resolved after exhausting the Institution's grievance procedure, the following agencies may be contacted:

The Commission on Accreditation in Physical Therapy Education at CAPTEaccreditation@apta.org;

Middle States Association of Colleges and Schools at www.msche.org.

A record of all complaints and their resolution is maintained in the program director's office, in a locked file cabinet, for three years. All activities related to complaint resolution are to be conducted in a confidential manner with no bias towards the person filing the complaint.

*This policy is available to faculty, staff and students in section 3.23 of the PCT PTA the program manual, located on the program portal page.