



Policy and Procedure for Handling Complaints

The PTA Program is committed to the highest standards and welcomes all comments, suggestions, and feedback. External concerns from prospective students, clinical education sites, employers of graduates, and the general public are to be heard and addressed in a timely manner.

The following procedure is for concerns or complaints that fall outside of the institution's internal due process:

1. Formal complaints must be submitted in writing to the Program Director:

PTA Program Director or Clinical Director
Pennsylvania College of Technology
One College Avenue
Williamsport, PA 17701
Email: pta@pct.edu
Phone: 570-320-4439
Fax: 570-321-5559

2. The PTA program director will respond within ten days of receipt of the formal written complaint.
3. The program director will investigate and attempt to resolve complaints fairly and promptly. If necessary, complaints may be directed to the Assistant Dean of Health Sciences at:

Assistant Dean of Health Sciences
Pennsylvania College of Technology
One College Avenue
Williamsport, PA 17701
Email: wendy.miller@pct.edu
Phone: 570-327-4519
Fax: 570-321-5556

4. If a resolution cannot be reached, appropriate parties within the college will be engaged in resolving the complaint.
5. Records of the complaints about the program, including the nature of the complaint, shall be maintained by the program director for three years.
6. In accordance with the following policies and procedures, the college and program will not tolerate retaliation in any form against anyone who files a complaint (copies of these policies are available upon request):

P/PR 1.06 – Protections and Protocol for Reporting Wrongful Conduct

P/PR 7.30 – Sexual Misconduct/Sexual Harassment

P/PR7.31 – Harassment and/or Discrimination Based on Protected Class

7. If the complaint cannot be resolved after exhausting all remedies through the institution, individuals may file a complaint with the Commission on Accreditation in Physical Therapy Education (CAPTE) at <https://www.capteonline.org/complaints>