

Public Comment Procedure: Complaints and Grievances (Other than Students or Employees)

The Physical Therapist Assistant Program at College of Central Florida (CF) welcomes the comments, suggestions, ideas, and constructive criticism from the public. Individuals in the community who do not have a formal affiliation with the college or the PTA program are encouraged to provide comments according to this policy. The *Complaints and Grievances (Other than Students or Employees) Policy* applies to parents of students, clinical education sites/faculty, employers, patients, caregivers and members of the general public. This process is only for comments or concerns that cannot be addressed by the existing *Student Grievances Policy (7.10)* or the *Employee Grievances Policy (6.05)*.

Comments/complaints must be provided in writing and signed by the author according to the following criteria:

1. describe the specific nature of the comment/complaint
2. provide supporting documentation for the comment/complaint
3. describe the resolution the complainant is requesting
4. identify the person making the complaint/comment
5. submit the above within two weeks of the time the complainant would have reasonably known about the incident

Anonymous submissions will not be acknowledged, nor will written comments provided on behalf of an anonymous source.

Complaints/comments must be submitted to the PTA program manager at the following address:

PTA Program Manager
College of Central Florida
1501 W. Silver Springs Blvd.
Ocala, FL 34475-6456

The PTA program manager shall respond to complaints/comments within ten (10) days to further discuss and resolve the issue. If satisfactory resolution is not or cannot be reached, appeal may be made to the dean of Health Sciences within ten (10) days. Again, if satisfactory resolution is not or cannot be reached, appeal may be made to the vice president, Academic Affairs within ten (10) days. If satisfactory resolution is still not attained final appeal may be made to the president. The decision of the president will be final and not subject to further appeal. The dean, vice president, or president will not become involved until all attempts to resolve the issue with the PTA program manager have been exhausted, unless the comment is directly related to the performance of the program manager. If the complaint/comment is directly related to the PTA program manager the written documentation is to be submitted to the dean of Health Sciences.

Complaints/comments directly related to the performance of the PTA program manager must be submitted to the dean of Health Sciences at the following address:

Dean of Health Sciences
College of Central Florida
3001 SW College Road
Ocala, FL 34474

The dean of Health Sciences shall respond to complaints or comments concerning the PTA program manager following the processes and time frames described above.

The appropriate college personnel will act on the complaint to either make changes as are warranted by the evidence or to dismiss the complaint. The complainant will be notified of the results in writing. Records of all correspondence will be confidentially maintained by the PTA program manager for three (3) years.

Consistent with applicable federal law and state law upon receipt of a good-faith complaint, the program will assure each individual that they will be fully protected from any action of retaliation or adverse action against them by any college employee for making a comment/complaint.

The PTA Program at College of Central Florida is accredited by the Commission on Accreditation in Physical Therapy Education (CAPTE), 1111 North Fairfax Street, Alexandria, VA 22314. Telephone: 703-706-3245. Email: accreditation@apta.org, Website: <http://www.capteonline.org>

CAPTE has a mechanism to consider formal complaints about physical therapy education programs (PT or PTA) that allege a program is not in compliance with one or more of CAPTE's Evaluative Criteria or has violated any of CAPTE's expectations related to academic integrity. CAPTE will consider two types of complaints: those that involve situations subject to formal institution/program due process policies and procedures and those that involve situations not subject to formal due process procedures.

The mechanism through which the Commission on Accreditation in Physical Therapy Education (CAPTE) can act on concerns is through the formal complaint process. Information about CAPTE's formal complaint process can be found at the following link: <http://www.capteonline.org/Complaints/>

*Adopted December 2009
Revised July 2010
Revised August 2017*