

PHYSICAL THERAPIST ASSISTANT PROGRAM COMPLAINT POLICY



The policy and procedure for complaints and grievances for Meridian Community College employees is located in the [MCC Policy & Procedure Manual](#) (Section 4.23: Faculty and Staff Grievance Procedure).

Complaints concerning the Physical Therapist Assistant (PTA) program or program faculty are addressed through the college's *Student Complaint Procedure* section in the [MCC Academic Catalog](#), under the *Rights, Responsibilities, and Policies* heading. The procedure for submission is also found on the [program's website](#), along with the complaint form. The PTA program follows the *Student Complaint Procedures* and *Student Appeals Procedures* outlined in the [MCC Academic Catalog](#).

Student Complaints

Complaints concerning the PTA program or program faculty are addressed initially through the college's *Student Complaint Procedure* section in the [MCC Academic Catalog](#), under the *Rights, Responsibilities, and Policies* heading. For any issue a student encounters that they wish to appeal, including but not limited to clinical failure, course grade, or behavioral issues, the student must attempt to resolve this issue first informally in a professional manner with the program faculty. The student should initiate a formal complaint if the issue is not resolved by completing the Complaint Form found on the [program's website](#).

Non-Student Complaints

Non-student complaints should be submitted to the PTA program director in a written statement via the Complaint Form found on the [program's website](#). If deemed necessary, MCC administration will be involved. The complaint will be documented, and faculty will meet to evaluate the justification for the complaint. If the complaint is justified, the right actions will be taken to fix the problem. The complainant will be notified of the decision in writing. Complaints concerning the PTA program will be housed in the PTA Program office and filed under Program Complaints. These records will be held for three years. Complaints will be made available for review upon written request of interested parties unless the complaint is of a personal nature, and the law would prohibit such complaints from being made public. There have been no complaints filed by any party in the last three years.

Students desiring to file a grievance with the Commission on Accreditation in Physical Therapy Education (CAPTE) regarding the program are encouraged to visit capteonline.org for procedures. To obtain the materials necessary for submitting a complaint, contact the American Physical Therapy Association (APTA) Accreditation Department at 703-706-3245 or accreditation@apta.org.