



## Physical Therapist Assistant Program



### Policy and Procedure: External Complaint Policy

#### **PTA Program Complaint Statement:**

Individuals formally or informally affiliated with Jefferson College have the right to express their concerns regarding the PTA Program or any of its affiliates. The PTA Program supports the chain of command that encourages any individual with a concern, complaint, or problem to address the issue first with the involved person. Should a resolution of the problem not occur after reasonable attempt or within a reasonable amount of time, the PTA Program Director or Interim Associate Dean of Health Occupations Programs should be notified in writing. If a complaint is related to the clinical education component of the curriculum, the Academic Coordinator of Clinical Education (ACCE) should be notified in writing. If a complaint/grievance/appeal is related to discrimination or harassment, Director of Human Resources should be notified. If a complaint or grievance is related to Title IX or within its provisions, the Title IX Coordinator should be notified.

#### **Policy:**

It is the policy of the Physical Therapist Assistant Program to welcome comments, suggestions, ideas, and constructive feedback as part of continuous and systematic Program evaluation and improvement.

#### **Procedure:**

The following procedures for formal complaints provide a means for individuals to share their complaints or concerns. For the purpose of this reporting requirement, Jefferson College and the PTA Program consider formal complaints as only those which are written and mailed or delivered to the offices of the PTA Program Director, the Interim Associate Dean of Health Occupations Programs, the Dean of Career and Technical Education, the Vice President of Instruction, the Vice President of Student Services, and/or the President.

#### **1. Public Comment Policy**

The Grievance policies and the Appeals Process at Jefferson College provide a voice for current employees and students. Individuals in the community who do not have a formal affiliation with Jefferson College or the PTA Program are welcome to provide comments according to the Public Comment Policy regarding complaints/concerns that fall outside of due process.



## Physical Therapist Assistant Program



### Policy and Procedure: External Complaint Policy

The Physical Therapist Assistant Program at Jefferson College engages in continuous and systematic evaluation and improvement. The College welcomes comments, suggestions, ideas, and constructive criticism as part of that process. The due process policies as outlined in the Jefferson College catalog and student handbooks, provide a voice for current and prospective students, employees, and other affiliated persons. Individuals in the community who do not have a formal affiliation with this institution or program also are welcome to provide comments according to the following procedures:

1. This process is only for comments, concerns, or complaints that fall outside of the existing grievance/due process procedures described in the Jefferson College Catalog or the PTA Student Handbook.
2. Comments must be provided in writing and signed by the author. Anonymous submissions or written comments provided on behalf of an anonymous source are not acknowledged and do not receive a response.
3. Comments must be submitted via email to [bwebb2@jeffco.edu](mailto:bwebb2@jeffco.edu) or mailed to the following:  
Bridget Webb, PT, DPT, CEEAA  
PTA Program Director  
Jefferson College  
1000 Viking Drive  
Hillsboro, MO 63050
4. The PTA Program director shall respond to all eligible comments within 15 (fifteen) college days\*\* of receiving the comment to further discuss and resolve the issue. If satisfactory resolution is not or cannot be reached, appeal may be made to the Interim Associate Dean of Health Occupations Programs within seven (7) college days. If satisfactory resolution is not or cannot be reached, appeal may be made to the Dean of Career and Technical Education within seven (7) college days. Again, if a satisfactory resolution is not or cannot be reached, appeal may be made to the Vice President of Instruction within seven (7) college days. Again, if a satisfactory resolution is not or cannot be reached, appeal may be made to the Office of the President within seven (7) college days. Finally, after meeting with the College President, anyone with an unresolved concern can follow the procedures to address the Board of Trustees at their



## Physical Therapist Assistant Program



### Policy and Procedure: External Complaint Policy

monthly open meeting. The President of Jefferson College informs those in need of such procedures, as listed in Section I.007 of Board of Procedures. The Interim Associate Dean of Health Occupations Program, the Dean of Career and Technical Education, Vice President of Instruction, and/or Associate Vice President of Student Services, and/or President do not become involved until all attempts to resolve the issue with the Program Director have been exhausted, unless the comment is directly related to the performance of the Program Director.

5. Records of all correspondence are confidentially maintained by the Program Director for five (5) years. These records are not open to the public.

*\*\* College day - Any day excluding Saturdays, Sundays, breaks in the academic year, or any holiday for which the College is not in session.*

If the nature of a concern falls into the possibility of a formal complaint to the program's accrediting body, contact the APTA's Department of Accreditation to discuss the nature of the complaint and to determine what procedures should be taken. The Department of Accreditation can be reached by phone at 703-706-3245 or email at [accreditation@apta.org](mailto:accreditation@apta.org).