

Physical Therapist Assistant Program Complaint Policy

The public or any other stakeholder of the Walters State Community College Physical Therapist Assistant Program has the right to file a complaint and receive due process. The Program and the Division of Health Programs encourages any individual who is unhappy with their experience or encounter with any student, faculty or staff member of the program to file a written complaint. The school takes all program-related complaints seriously and will act upon any complaint in an expedient manner. Once a complaint has been made, the PTA Program Director will gather information and address the complaint.

The College, its officers, employees, or agents are strictly prohibited from retaliating, intimidating, threatening, coercing, or otherwise discriminating against any individual for exercising their rights or responsibilities under any provision of this policy

1. Complaints should be submitted in writing to the PTA Program Director and signed by the author. Anonymous comments will not be considered.

Submissions may be sent to:

PTA Program Director
Walters State Community College
500 S. Davy Crockett Pkwy.
Morristown, TN 37813

2. Comments will be discussed with the Dean of Health Programs and other appropriate administrators/personnel to determine a course of action.
3. The PTA Program Director will acknowledge all comments made
4. Records will be kept confidential and maintained by the Program Director for five years. These records are not accessible to the public.
5. If dissatisfied with the action or decision made by the Program Director, or if the complaint is against the Program Director, the involved party may submit a written complaint or appeal to the Dean of the College of Health Programs. A letter outlining the resolution by the Dean shall be filed with the complaint in the Program Director's office for a period of 5 years.

Submissions may be sent to:

Dean of Health Programs
Walters State Community College
500 S. Davy Crockett Pkwy.
Morristown, TN 37813

6. If the complainant believes that additional review is necessary, then the last line of complaint is with the Vice-President of Academic Affairs