



PTA Program Complaint Policy

Complaints from others not addressed under the institution's due process policies and procedures are handled on a case-by-case basis by the PTA program coordinator, the dean of health sciences, & other administrative personnel as needed. The PTA program coordinator & the dean of health sciences address complaints not covered by current institutional policies to determine if the complaint has merit. If a complaint is deemed a bona fide complaint, depending on the nature of the complaint, the PTA program coordinator or dean of health sciences will address the complaint until resolution is reached. All records pertaining to any such complaint will be held for a one year period by the PTA program coordinator.