COMPLAINT POLICY

Policy:

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

Procedure:

1. Upon admission to the PTA Program, each student will be issued a PTA Student Handbook.

2. Each Clinical Facility and/or Center Coordinator of Clinical Education (CCCE) will be given a Clinical Education Handbook and any updates thereafter.

3. Core Faculty will inform individuals affiliated with the program, specifically students and clinical facilities (CCCE/CI), regarding complaint policies. Students and Clinical Faculty are the front-line individuals in the greatest contact with patients, clinical facilities, and the general public. Thus, students and clinical faculty will be encouraged to serve as the liaison to share information regarding the PTA Program complaint policy to interested individuals as appropriate.

4. In the event of a complaint regarding the PTA Program or anyone affiliated with the program, the following procedures will be followed by the PTA Program:

PTA Program Complaint Statement:

Individuals formally or informally affiliated with Jefferson College has 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 with the involved person first. Should a resolution of the problem not occur after reasonable attempt or within a reasonable amount of time, the PTA Program Director or Director 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 Assistant Director of Admissions and Student Records should be notified.

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, Director of Health Occupations Programs, the Dean of Career and Technical Education, the Vice President of Instruction and/or Associate Vice President of Student Services, and/or President.

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.

1. Students
Jefferson College students have the right to express their concerns if they believe they have been treated unfairly, subjected to harassment, or been the victim of discrimination. The Procedures for Student Appeals provides a means for students to express complaints/grievances, to request a form of relief, and to receive an objective hearing. Students are reminded that filing a false complaint/grievance/appeal is in violation of the Student Code of Conduct.

A student who wishes to file a formal complaint/grievance/appeal regarding an issue pertaining to a misapplication of College Policies, Procedures, and Practices at Jefferson College shall first meet informally with the person applying the policy, procedure, or practice to discuss the situation.


2. Clinical Facility Complaint Procedure
A Clinical Instructor (CI) should directly confront the student regarding grievances or complaints with respect to their knowledge or skill performance, attitude, or professional behavior. The student should be given the opportunity to make corrections or improvements by setting clear goals and establishing an agreed upon timeline through negotiations between the CI and the student. This Learning Plan will be documented on the Weekly Planning Form. If the situation remains unresolved, the CI should consult with the facility’s Center Coordinator of Clinical Education (CCCE) and the program’s Academic Coordinator of Clinical Education (ACCE). Please refer to the PTA Program Policy and Procedure entitled Early Warning System as found in the Clinical Education Handbook for further explanation. If performance or behavior does not improve or a satisfactory solution cannot be reached, the concern should be taken to the PTA Program Director. If repeat performance and behavior does not improve and/or a satisfactory solution cannot be reached, the concern should be taken to the Director of Health Occupations Programs, the Dean of Career and Technical Education, the Vice President of Instruction, and/or Associate Vice President of Student Services, and/or
the President. If the CI or the CCCE has a grievance concerning the PTA Program, they should address their concerns first with the ACCE, and then the Program Director, and then through the chain of command as described previously.

3. 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.

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 policy:

1. This process is only for comments, concerns, or complaints 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 will not be acknowledged, nor will written comments be provided on behalf of an anonymous source.
3. Comments must be submitted via email to bwebb2@jeffco.edu or 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 Director 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 monthly open meeting. The President of Jefferson College will inform those in need of such procedures, as listed in Section I.007 of Board of Procedures. The Director 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 will 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 will be 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.**