

Program Complaints

Clinical Instructors, employees of affiliating clinical facilities, patients, employers, students, and the public are encouraged to discuss any issues regarding the PTA Program with the PTA Program Director and or DCE. However, if the individual has done so and/ or is not comfortable doing so, then a formal mechanism is in place as noted below:

Complaints Outside the Realm of Due Process

1. Purpose

This policy outlines procedures for addressing complaints received outside of the established due process procedures, specifically from stakeholders such as prospective students, clinical education sites, employers of graduates, and the general public.

2. Scope

This policy applies to all complaints received by the BC PTA Program that do not follow the established due process procedures outlined in the Program Student Handbook/Faculty Handbook or the College's Student Complaint Procedure.

3. Definitions

Complaint: Any expression of dissatisfaction or concern regarding the PTA program, its faculty, staff, students, or its graduates.

Stakeholder: Any individual or entity with an interest in the PTA program, including prospective students, clinical education sites, employers of graduates, and the general public.

Due Process: The established procedures for addressing student grievances and disciplinary matters within the PTA program and the College.

4. Procedures

- **Receipt of Complaint:**
 - All complaints received outside of due process will be documented and forwarded to the Program Director.
 - A copy of the complaint will be forwarded to the College's designated office for handling such complaints, e.g., Office of Student Affairs/Ombudsman.
- **Initial Review:**
 - The Program Director will review the complaint and determine if it warrants further investigation.
 - If the complaint appears to be related to a student matter, the Program Director will advise the complainant to utilize the appropriate due process procedures.
- **Investigation and Resolution:**
 - If the complaint does not fall under due process and requires investigation, the Program Director will:
 - Conduct a thorough investigation, which may include gathering information from relevant sources.
 - Document all findings and actions taken.
 - Communicate the findings and resolution of the complaint to the complainant, as appropriate.
- **Communication:**
 - The PTA program will maintain a record of all complaints received outside of due process.
 - The PTA program will communicate with stakeholders regarding the general nature of complaints received and the steps taken to address them (without disclosing confidential information).

5. Confidentiality

All information related to complaints will be handled with appropriate confidentiality, in accordance with applicable laws and regulations, and the College's privacy policies.

6. Disclaimer

This policy does not guarantee a specific outcome or resolution for any complaint received outside of due process.

7. Review and Revision

This policy will be reviewed and revised periodically as needed to ensure its continued effectiveness and compliance with applicable regulations.

8. Contact Information

Broward College PTA ptacomplaints@broward.edu

American Physical Therapy Association (APTA) <https://www.aptaonline.org/Complaints/>

Retaliation

Broward College forbids retaliation against anyone for reporting any complaints and for any other reason.