

For general program information or to schedule an appointment, please contact us at 937-381-1530. The PTA Program office is located in Room 340.

### **PTA Program Public Comment/Complaint Policy**

The Physical Therapist Assistant Program at Edison Community College (ECC) engages in continuous and systematic evaluation and improvement. We welcome your comments, suggestions, ideas, and constructive criticism as part of that process.

Comments/Complaints from Students: The Grievance / Due Process policies included in the ECC Student Handbook, the PTA Student Handbook and on the ECC Website identify the communication channel for both academic and nonacademic related complaints.

Comments/Complaints from the General Public and Employers: Members of the public and employers of ECC PTA graduates are welcome to provide comments according to the following policy.

1. Comments/complaints must be provided in writing and signed by the author. Anonymous submissions will not be acknowledged, nor will written comments provided on behalf of an anonymous source.
2. Comments/complaints must be submitted to the following:  

PTA Program Director  
Edison Community College  
1973 Edison Dr.  
Piqua, Ohio 45356
3. The PTA Program Director will respond to all comments/complaints within fourteen (14) business days to further discuss and resolve the issue. If a satisfactory resolution is not reached a written appeal may be made to the Dean of Nursing and Health Sciences. If satisfactory resolution is not reached at that point, an appeal may be made to the Senior VP of Academic Affairs.
4. The decision of the Senior VP of Academic Affairs will be final and not subject to further appeal. Neither the Dean nor the Senior VP of Academic Affairs will become involved until all attempts to resolve the issue with the PTA Program Director have been exhausted, unless the comment is directly related to the performance of the PTA Program Director.
5. Any issues involving the PTA Program Director may be sent to the Dean of Nursing and Health Sciences for initial resolution within fourteen (14) business days of the receipt of the comment.
6. Records of all correspondence, meetings and final resolution will be confidentially maintained by the PTA Program Director for three (3) years.