

For general program information or to schedule an appointment, please contact us at 937-778-7936. The Physical Therapist Assistant (PTA) Program office is located in Room 313B.

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

The PTA program at Edison State Community College (ESCC) 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 ESCC Student Handbook, the PTA Student Handbook and on the ESCC 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 ESCC 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:

Informal Complaints

C/O: PTA Program Director

Formal Complaints

C/O: Dean of Professional and  
Technical Programs

at

Edison State Community College  
1973 Edison Drive  
Piqua, Ohio 45356

3. Records of all correspondence, meetings and final resolution will be confidentially maintained by the PTA Program Director for three (3) years.

4. 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 Professional and Technical Programs. If satisfactory resolution is not reached at that point, an appeal may be made to the Provost.

5. The decision of the Provost will be final and not subject to further appeal. Neither the Dean nor the Provost 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.

6. Any issues involving the PTA Program Director may be sent to the Dean of Professional and Technical Programs for initial resolution within fourteen (14) business days of the receipt of the comment.