

SUSCC PTA PROGRAM STUDENT COMPLAINT PROCEDURE

Please refer to the [College Catalog](#) for student complaint procedures.

SUSCC PTA PROGRAM NON-STUDENT OR PUBLIC COMPLAINT PROCEDURE

The following procedure will be followed in addressing complaints from the public (non-student complaints and grievances). Note that all complaints will be handled appropriately without retaliation from any involved parties, including the PTA Program Director.

Members of the public with a grievance specific to any aspect of the PTA program may follow this procedure to submit the complaint:

1. Submit the complaint, in writing, via letter directly to the campus or by completing the complaint form located on the SUSCC public internet site's PTA landing page.
2. The written account should include the complainant's name, contact information, nature of complaint or incident, person(s) involved in the complaint, and whether this complaint has been previously communicated with an individual affiliated with the College.
3. Complaint will be forwarded to the appropriate member of administration for investigation: The Program Director and Dean of Health Sciences for academic concerns, or the Program Director and Dean of Students for non-academic concerns.
4. The complainant may be contacted to supply additional factual information in accordance with the investigation.
5. Within ten business days of receiving the complaint, the College will contact the complainant in an effort to resolve the issue.
6. If the resolution is not satisfactory to the complainant, a letter of appeal may be submitted to the campus President.

FORMAL COMPLAINTS ABOUT PROGRAMS TO CAPTE

Information regarding how to file a complaint about the program to CAPTE can be found at <https://www.capteonline.org/faculty-and-program-resources/complaints>. Complaints are submitted to the Department of Accreditation, APTA, 3030 Potomac Ave., Suite 100, Alexandria, VA 22305-3085.