

## Public Comment Procedure

The Physical Therapist Assistant Program at Rhodes State College is committed to responding to all comments, suggestions and complaints promptly and constructively to ensure high standards and continuous quality improvement. Every comment will be taken seriously and viewed positively as an opportunity to receive constructive feedback. The process can be used by stakeholders that fall outside the realm of due process, including prospective and enrolled students, clinical affiliation sites, employers of graduates, and members of the public. The PTA program prohibits any form of retaliation against any party making a complaint against the program, its faculty or its students.

1. Comments, suggestions, and/or complaints must be reduced to writing and signed by the party. The following contact information must be included: mailing address, e-mail address and phone number. Anonymous submissions will not be acknowledged.
2. The initial point of communication shall be the PTA Program Director:

Physical Therapist Assistant Program Director  
Rhodes State College  
TEL 102B  
4240 Campus Drive  
Lima, Ohio 45804

3. Upon receipt, the PTA Program Director will investigate and respond to the party within five (5) business days.
4. If satisfactory resolution is not achieved, the issue must be brought forward in writing to the Dean of Health Sciences within ten (10) days of the last communication with PTA Program Director. The Dean of Health Sciences will respond within five (5) business days.
5. If satisfactory resolution is not achieved, the issue must be brought forward in writing to the Vice President for Academic Affairs (VPAA) within ten (10) days of the last communication with Dean of Health Sciences. The VPAA will respond within five (5) business days and will render the final decision.
6. If the comment or complaint is directly related to the PTA Program Director, comments should be initiated with the following individual:

Dean of Health Sciences  
Rhodes State College  
Cook Hall 224D  
Lima, Ohio 45804

7. The PTA Program will maintain a record of the complaint and final resolution in the office of the Program Director.