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**Allegany College of Maryland
Physical Therapist Assistant Program
Policy and Procedure Manual**

**ACM PTA Program
Policy for Public Complaints**

Policy:

1. As an educational institution engaged in continuous and systematic evaluation for improvement, Allegany College of Maryland welcomes comments, suggestions, ideas, and constructive criticism from current and prospective students, employees, community members, and other persons affiliated with the College. Individuals in the community who do not have a formal affiliation with the institution or any particular program are also encouraged to provide feedback. Complaints should be submitted in accordance with established procedure, as noted below.
2. This policy shall apply to all individual complaints with the exception of students, clinical faculty, academic faculty, and staff. Complaints from students, clinical faculty, academic faculty, and staff should be addressed by existing grievance and due process procedures described in the college Student Handbook, Human Resources Policy /Manual, or PTA Program Handbooks.
3. The ACM PTA Program Director prohibits retaliation against anyone for submitting complaints or participating in a complaint proceeding.

**ACM PTA Program
Procedure for Public Complaints**

Procedure:

1. All complaints shall be in writing, signed by the complainant, and dated. These complaints can also be submitted via e-mail or certified mail, return receipt requested. Anonymous reports will be accepted but such reports are very difficult to address, so the PTA program strongly encourages the proper means to make a report.
2. All complaints shall be submitted to the **ACM PTA Program Director** via e-mailed (see website for address) or certified mail, return receipt requested to following address:

ACM PTA Program Director
Allegany College of Maryland
12401 Willowbrook Road SE
Cumberland, MD 21502
3. Upon receipt of a complaint, the ACM PTA Program Director shall date stamp it on the day received.
4. The ACM PTA Program Director shall respond to a complaint, in writing, within ten (10) business days of receipt. Responses shall be sent to the complainant via e-mail or certified mail, return receipt requested. The ACM PTA Program Director shall maintain a confidential copy of the original complaint and response.
5. If the complainant is not satisfied with the response/decision of the ACM PTA Program Director, the complainant may request a review by the appropriate **College Dean**. This request for review shall be in writing, signed by the complainant, dated, and sent via e-mail or certified mail, return receipt requested to the appropriate College Dean, along with a copy of the original complaint and the Program Director's response, within ten (10) business days of receipt of the ACM PTA Program Director's response. A copy of the request for review shall also be sent to the ACM PTA Program Director.
6. The appropriate College Dean shall respond to the request for review in writing within ten (10) business days of receipt of the request, with the response being sent to the complainant via e-mail or certified mail, return receipt requested. A copy of said response shall also be sent to the ACM PTA Program Director.
7. If the complainant is not satisfied with the response/decision of the appropriate College Dean, the complainant may request a review by the appropriate **College Vice President**. This request for review shall be in writing, signed by the complainant, dated, with a copy sent to the ACM Program Director and the appropriate College Dean, within ten (10) business days of receipt of the response from the College Dean. This request shall include a copy of the original complaint; the ACM PTA Program Director's response to the complaint; complainant's request for review to the appropriate College Dean; and the response of the appropriate College Dean to the complainant's request for review. The Appropriate College Vice President shall respond in writing to the request for review within ten (10) business days of receipt. Responses shall be in writing and sent to the complainant via e-mail or certified mail, return receipt requested. The decision of the Vice President shall be final and not subject to further review.
8. Records of all correspondence shall be maintained by the ACM PTA Program Director in a file marked confidential for five (5) years. Thereafter, the documentation shall be destroyed.