

Compliments and Complaint Process

The PTA program welcomes any positive feedback and compliments and can be sent to the Program Coordinator: wendy.albano@tridenttech.edu

Student Complaints

Should a student have a complaint, the student will follow the grievance policy and complete the appropriate form found in Etrieve: [TTC Complaint Form](#)

Complaints Outside the Realm of Due Process

Complaints from stakeholders of the TTC PTA Program will be directed to the PTA Program Coordinator. This may include, but is not limited to, complaints from clinical education sites, employers of graduates, and the public.

Contact Information: Wendy Albano, PT, DPT, MHS, Email: wendy.albano@tridenttech.edu

Process for handling complaints:

1. Submit a PTA Program Complaint Form to the above contact.
2. Program Coordinator will review and contact the appropriate personnel for resolution.
3. A written response will be provided within timeframe dependent on the nature of the complaint.
4. A copy of all complaints will be maintained in a secure location in the Program Coordinator's office to maintain confidentiality of all involved parties.
5. No retaliation will occur by either the program or the college due to a complaint being filed.

If a stakeholder wishes to speak with someone other than the PTA Program Coordinator, complaints can be directed to the Dean of Health Sciences.

Contact Information: Krista Harrington, Email: krista.harrington@tridenttech.edu

Complaints related to the accreditation of the TTC PTA Program are directed to the Commission on Accreditation of Physical Therapy Education (CAPTE). CAPTE has a mechanism to consider formal complaints about physical therapy education programs.

Contact Information: <https://www.capteonline.org/Complaints/>