

HANDLING COMPLAINTS

The following is the process for handling complaints from a prospective or current PTA student about the Lake Land College PTA Program:

1. The complaint will be submitted to the Director in writing.
2. The Director will review the complaint.
3. The Director will contact the student to discuss the complaint.
4. Depending on the severity, the Division Chair may be notified.
5. Documentation will be placed in a locked file cabinet in the Director's office.

The following is the process for complaints by a prospective or current PTA student on a PTA faculty member after discussion with the involved faculty member:

1. Director will be notified.
2. Director will review the complaint.
3. Director will contact the appropriate PTA faculty member.
4. Complaints will be discussed and appropriate actions will be taken.
5. If the faculty member has made no noticeable change, the Division Chair will be notified.
6. If there is a complaint on the PTA Program Director or other support faculty members, the Division Chair will be notified.

Any complaint which cannot be resolved within the PTA Program is addressed by the Lake Land College Student Complaints which is based on *Board Policy 07.29 Student Complaints*. (<http://www.lakelandcollege.edu/internal/policymanual/0729.pol.pdf>).

The following is the process for complaints by a clinical site on the Lake Land College PTA Program:

1. The complaint will be submitted to the Director in writing.
2. The Director will review the complaint.
3. The complaint will be discussed and appropriate actions will be taken.
4. The Director will make the decision if the Division Chair needs to be notified.

The following is the process for complaints by an employer or the general public on a Lake Land College PTA Program:

1. The complaint will be submitted to the Director in writing.
2. The Director will review the complaint.
3. The complaint will be discussed and appropriate actions will be taken.
4. The Director will make the decision if the Division Chair needs to be notified.

Formal complaints can also be made with CAPTE by contacting the staff of accreditation prior to submission of a formal complaint. (CAPTE, 1111 North Fairfax Street, Alexandria, Virginia 22314; telephone: 703-706-3245; email: accreditation@apta.org; website: capteonline.org).

The goal is to resolve the complaint in the most equitable manner possible without retaliation. No retaliation will be tolerated.