

Handling Complaints that Fall Outside of Due Process

I. Purpose

The PTA Program at Montgomery County Community College welcomes feedback from the public with regards to the Program.

II. Policy

To ensure the quality of the PTA Program will have a procedure for investigating and resolving any and all complaints submitted regarding the program. The process for filing a complaint by clinical education sites, employers of graduates, and general public regarding clinical experiences, didactic content, or overall program is only for comments or concerns that cannot be addressed by existing grievance procedures described by MCCC Board of Trustees Policies.

III. Procedures

1. Comments must be provided in writing and signed by the author. Anonymous submissions will not be acknowledged, nor will written comments provided on behalf of an anonymous source.
2. Comments must be submitted to the PTA Program Director, Montgomery County Community College, 340 DeKalb Pike Blue Bell, PA 19064.
3. Comments regarding the PTA Program Director can be directed to the Dean of Health Sciences at the same address.
4. After obtaining the information from the complainant, the Program Director (or Dean) is responsible for following up on the complaint by communicating with the appropriate personnel at the College in order to resolve the issue.
5. The Program Director (or Dean) will act as an advocate for accessing the appropriate supervisor according to the "chain of command" and College policy in order to resolve the issue at the lowest level first, then proceeding to higher levels as needed.
6. The Program Director (or Dean) will provide the complainant with written notification of follow-up measures taken by the institution every seven business days until the issue is resolved.
7. The Program Director (or Dean) will maintain in a confidential and secure manner a written record of the complaint and documentation of the institution's response for three years in a locked file cabinet in their respective office.
8. In accordance with applicable state and federal laws the complainant(s) are protected from any and all retaliation following compliant submission.