

File a Complaint regarding the PTA Program

From the PTA Program Department Manual

Section IV: Program Policies

Part III of the Policy to Facilitate Initial and Continued Accreditation Status from the Commission on Accreditation in Physical Therapy Education (CAPTE)

The PTA Program wishes to be responsive to any substantive complaints regarding the program. Substantive complaints regarding the program may include, but are not limited to:

- Complaints regarding a graduate's competence
- Complaints regarding faculty

The PTA Program will handle complaints regarding the program in the following ways:

- a) Any substantive complaint addressed to the program will receive a written response from the program director or Executive Vice President for Academic and Student Affairs and/or Dean of the College of Health Sciences in a timely manner. All written responses must be approved by the Executive Vice President for Academic and Student Affairs and the Finlandia University attorney (if applicable).
- b) Records of complaints, including the nature of the complaint and the disposition about the complaint, will be maintained by the program's administrative assistant.

Procedure to file a complaint regarding the PTA Program:

Complaints can be sent to the program via the following:

Phone: (906) 487 7308

Email: anne.halgren@finlandia.edu

Fax: (906) 487 7552

Mail: Finlandia University PTA Program
601 Quincy Street
Hancock, MI 49930