

COMPLAINT INVESTIGATION AND RESOLUTION

POLICY ADMIN.23

POLICY:

Complaints will be viewed by the PTA Program Office as an opportunity to improve the quality of the PTA Program. It is the policy of the PTA Program to take complaints about the program, its students, faculty, curriculum, etc., very seriously. Every complaint received by the PTA Program Office will be investigated and acted upon in accordance with the results of the investigation. Complaints may be emailed to kguth@pitt.edu or phoned to 814-827-4445.

The University of Pittsburgh provides a thorough mechanism for managing student complaints concerning academic and student life issues. Please see the University of Pittsburgh at Titusville Student Handbook for these provisions.

Any complaints in regards to the PTA Program that do not fall within these policies, i.e. complaints from clinical education sites, employers of graduates, the public, etc., will be managed in a similar manner.

PROCEDURE:

1. The PTA Program Director will collect information regarding the complaint. Whenever possible, the Director will secure written documentation of the complaint. If that is not possible, the Director will carefully and accurately document the nature of the complaint as described by the complainant.
2. The Director will conduct a preliminary investigation into the complaint. If the Director determines that the complaint is valid, the Director will meet with the Vice-President for Academic Affairs to review the complaint.
3. Depending on the nature of the complaint, the Director and Vice-President for Academic Affairs may:
 - a. Take the necessary action then document the complaint and the action taken.
 - b. Consult with the Campus President, take the necessary action and document the complaint and action taken.
 - c. Consult with the PTA Advisory Committee, take the necessary action and document the complaint and action taken.
 - d. Consult with legal counsel, take the necessary action and document the complaint and action taken.
4. Complaints received and acted upon will be discussed at the next PTA Advisory Committee for review.

Records of the complaint, disposition and committee review will be maintained in the Program Director's office and will be included in the Program's quality assurance data.