

**Missouri Western State University  
Physical Therapist Assistant Program**

**COMPLAINTS OUTSIDE DUE PROCESS**

The Physical Therapist Assistant Program at Missouri Western welcomes any comments, suggestions, or criticism. There is a formal process for complaints that cannot be addressed by existing due process policies. 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. Complaints must be submitted in writing to the following:

PTA Program Director  
Missouri Western State University  
4525 Downs Dr. – Murphy 309  
St. Joseph, MO 64507

These include, but are not limited to, complaints from clinical instructors, employers, and the general public.

The PTA Program Director will respond to all complaints within ten working days to further discuss and attempt to resolve any issues. If satisfactory resolution is not or cannot be reached, the complaint may be taken to the Chair of the Department of Health Professions. The Chair will respond within ten working days of receipt of the complaint. Again, if satisfactory resolution is not or cannot be reached, appeal may be made to the Dean of the College of Science and Health. The decision of the Dean will be made within ten working days, and is final. Neither the Chair nor the Dean will become involved until all attempts to resolve the issue with the Program Director have been exhausted.

Complaints are reviewed at least annually by the PTA Program Director. Record of complaints that fall outside due process is kept electronically by the program director.