

SUNY Canton Physical Therapist Assistant Program Complaint Policy

SUNY Canton's PTA Program strives to continuously improve the quality of the program for all stakeholders. We welcome comments and constructive feedback for matters which fall outside the realm of due process. All complaints will be received and acted upon using the process outlined below. No adverse action will be taken against the complainant for exercising their rights and responsibilities.

1. Comments must be provided in writing and signed by the individual making the complaint. Anonymous comments will not be considered.
2. Comments must be submitted to the PTA Program Director at the following address:

PTA Program Director
SUNY Canton College of Technology
Wicks Hall 211B
34 Cornell Dr
Canton, NY 13617

3. All comments will be shared and discussed with the Dean of the School of Science, Health, and Criminal Justice and other college officials, as appropriate, to determine a plan of action.
4. The Program Director will respond to all comments within 10 business days of receiving the complaint in an attempt to resolve the issue.
5. All documentation, including the complaint, discussions, and resolution will be maintained by the Program Director for a period of 6 years.
6. If a resolution cannot be reached, and/or, the complainant is dissatisfied with the resolution, they are directed to follow the Consumer Complaint Procedure of the college which can be found in Section 40.6 of the SUNY Canton Student Handbook at https://www.canton.edu/student-handbook/section-40-administrative-policies/consumer_complaint_procedure.html
7. Comments related directly to the performance of the Program Director should be submitted to the Dean of the School of Science, Health, and Criminal Justice at the following address:

Dean, School of Science, Health, and Criminal Justice
SUNY Canton College of Technology
Cook Hall 125
34 Cornell Dr
Canton, NY 13617