

Filing a Complaint

If a complaint occurs about a student while on a clinical education experience, complaints regarding the student should first be addressed to the PTA Program Director and Academic Coordinator of Clinical Education, Dr. Allie MacKay, via email at amackay@pensacolastate.edu, or phone at 850-484-2209.

Complaints regarding the program or the program graduates should be first addressed to the PTA Program Director, Dr. Allie MacKay, as above.

Unresolved complaints or complaints about the program director should be directed to Dr. Mitzie Sowell, Department Head, Allied Health. Dr. Sowell may be contacted via email at msowell@pensacolastate.edu, or phone at 850-484-2308.

Complaints regarding Accreditation of this program should be addressed to the Commission on Accreditation in Physical Therapy Education. This Commission is located at 3030 Potomac Ave., Suite 100, Alexandria, VA 22314; phone 703-706- 3245; accreditation@apta.org

All complaints will be documented, including the projected outcome, and kept on file at the program facility. Complaints about the program will be kept on file in a locked filing cabinet in the program director's office. Complaints regarding the program director will be kept in a locked filing cabinet by the Department Head in a secure location in the Allied Health Office.

Non-Retaliation Policy Regarding Complaints

No retaliation will occur by the program or College to any individual filing a complaint regarding Pensacola State College's Physical Therapist Assistant program or the faculty that staff the program.