

# COMPLAINTS

Collin College has in place complaint/grievance policies and procedures for prospective students, parents of prospective or enrolled students, clinical education sites, employers of graduates, community members, and the general public. Please contact the Program Director to file a complaint/grievance. To file a complaint against the PTA Program, Program faculty, PTA student, or PTA graduate of the Program, please submit the complaint in writing and email it to the Program Director, Michael Cox, at [mcox@collin.edu](mailto:mcox@collin.edu). A complaint/grievance can also be filed at the following link. <https://www.collin.edu/hr/complaints/index.html>

Unresolved complaints or complaints about the PTA Program Director should be directed to the Dean of Academic Affairs of the Health Sciences & Emergency Services.

All complaints will be documented and kept on file at the program facility, including the projected outcome. No retaliation will occur by the college or program due to filing a complaint.

Complaints regarding the Accreditation of this program should be addressed to the Commission for Accreditation for Physical Therapy Education (CAPTE). The contact information for CAPTE is 3030 Potomac Ave., Suite 100, Alexandria, Virginia 22305-3085; phone; 703-706-3245; [accreditation@apta.org](mailto:accreditation@apta.org)