

**Chesapeake Area Consortium for Higher Education  
Physical Therapist Assistant Program  
Policy and Procedure Manual**

**CACHE PTA Program Policy/Procedure for Complaints from the Public**

1. This policy and procedure covers complaints that are not addressed by existing grievance/due process procedures described in the college catalog(s), PTA Program/ Student Handbooks, Faculty Addendum, or Clinical Addendum.
2. This policy and procedure shall apply to all individual complaints except students, clinical faculty, academic faculty and staff.
3. All complaints shall be in writing, signed by the complainant, and dated. Anonymous and email submissions shall not be accepted.
4. All complaints shall be submitted to the following:

CACHE PTA Program Director  
Anne Arundel Community College  
101 College Parkway  
Arnold, MD 21012

5. Upon receipt of a complaint the CACHE PTA Program Director shall date stamp it on the day received.
6. The CACHE PTA Program Director shall respond to a complaint, in writing, within ten (10) business days of receipt. Responses shall be sent to the complainant via regular and certified mail, return receipt requested. The CACHE PTA Program Director shall maintain a confidential copy of the original complaint and response.
7. If the complainant is not satisfied with the response/decision of the CACHE PTA Program Director, the complainant may request a review by the appropriate College Dean or Chair of the CACHE Board. This request for review shall be in writing, signed by the complainant, dated and sent to the appropriate College Dean or Chair of the CACHE Board, along with a copy of the original complaint and the Program Director's response, within ten (10) business days of receipt of the CACHE PTA Program Director's response. A copy of the request for review shall also be sent to the CACHE PTA Program Director.
8. The appropriate College Dean or Chair of the CACHE Board shall respond to the request for review in writing within ten (10) business days of receipt of the request, with the response being sent to the complainant via regular and certified mail, return receipt requested. A copy of said response shall also be sent to the CACHE PTA Program Director.
9. If the complainant is not satisfied with the response/decision of the appropriate College Dean or Chair of the CACHE Board, the complainant may request a review by the appropriate College Vice President. This request shall be in writing, signed by the complainant, and dated with a copy sent to the CACHE PTA Program Director and the appropriate College Dean or Chair of the CACHE Board, within ten (10) business days of receipt of the response from the College Dean or Chair of the CACHE Board. This request shall include a copy of the original complaint; the CACHE PTA Program

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Director's response to the complaint; complainant's request for review to the appropriate College Dean or Chair of the CACHE Board; and the response of the appropriate College Dean or Chair of the CACHE Board to the complainant's request for review. The appropriate College Vice President shall respond in writing to the request for review within ten (10) business days of receipt. Responses shall be in writing and sent to the complainant via regular and certified mail, return receipt requested. The decision of the Vice President shall be final and not subject to further review.

10. The CACHE PTA Program prohibits retaliation against anyone for submitting complaints or participating in a complaint proceeding.
11. Records of all correspondence shall be maintained by the CACHE PTA Program Director in a file marked confidential for five (5) years. Thereafter they shall be destroyed.