

## **Zane State College – Physical Therapist Assistant Program**

### **Public Comment Policy and Procedure**

The Physical Therapist Assistant (PTA) Program at Zane State College is committed to continuous quality improvement. As a part of that we welcome your comments, suggestions and constructive input. This process can be used by stakeholders who are not otherwise covered under existing due process policies, including individuals from the community who are not formally affiliated with Zane State College.

Consistent with applicable federal law and state law, upon receipt of a good-faith complaint, the program assures each individual that they will be fully protected from any action of retaliation or adverse action against them by a program employee for making a report.

1. Comments must be provided in writing and must include contact information (mailing address, e-mail address and phone number) for the person seeking to comment. Anonymous submissions will not be acknowledged.

2. The initial point of communication shall be the PTA Program Director. Comments must be submitted to the following:

Physical Therapist Assistant Program Director  
Zane State College 1555 Newark Rd.  
Zanesville, Ohio 43701

3. Once the comment is received by the PTA Program Director, an acknowledgement of receipt will be sent within five (5) business days. Up to ten (10) business days from receipt of the comment may be needed to gather information and move towards a resolution.

4. If satisfactory resolution is not or cannot be reached, the issue must be brought in writing to the Dean of Health, Public Service and Social Sciences within ten (10) business days of the last communication with the PTA Program Director. The Dean of will then respond within five (5) business days. Up to ten (10) business days from the Deans receipt of the comment may be needed to gather information and move towards a resolution. The Dean may also request a meeting with all parties involved if appropriate. \* If the issue is not presented to the Dean within ten (10) business days as noted above it will be considered as acceptance of the PTA Program Director decision.

5. If satisfactory resolution is not or cannot be reached, the issue must be brought in writing to the provost/Chief Academic Officer (CAO) within ten (10) business days of the last communication with the Dean of Health, Public Service

and Social Sciences. The provost/CAO will then render a final decision within ten (10) business days. This decision will be final and not subject to further appeal.

\* If the issue is not presented to the provost/CAO within ten (10) business days as noted above it will be considered as acceptance of the Dean's decision.

6. Please note that the Dean of Health, Public Service and Social Sciences nor the provost/CAO will become involved until all attempts to resolve an issue with the PTA Program Director have been exhausted, unless the comment is directly related to the performance of the PTA Program Director.

Comments in that case must be initially submitted to the following:

Dean of Health, Public Service and Social Sciences  
Zane State College 1555 Newark Rd.  
Zanesville, Ohio 43701