



Gurnick Academy of Medical Arts
Physical Therapist Assistant Program
Administrative Memorandum

SUBJECT: Public Comment/Complaint

800.8

The Physical Therapist Assistant Program is committed to ongoing improvement. Comments, suggestions, ideas, and constructive criticism from the public are welcome as part of that process. The student process for grievance is outlined in the school catalog and the faculty process in the Faculty Handbooks and the clinical site process in the Clinical Education Handbook for Facilities. Individuals in the community who do not have a formal affiliation with Gurnick Academy or otherwise fall outside of due process, are also welcome to provide comments according to the following policy procedure:

- Comments must be provided in writing and signed by the author. Anonymous submissions will not be acknowledged, nor will comments written on behalf of an anonymous source.
- In addition to the signature of the author, the author's address and phone number should be included. The author may also include an e-mail address but it is not required.
- Comments must be submitted to the following:

Gurnick Academy of Medical Arts
Program Director
Physical Therapist Assistant Program
2121 So El Camino Real B-220
San Mateo, CA 94403

- Complaints about the Program Director should be submitted in writing to:

Gurnick Academy of Medical Arts
Campus Director
2121 So El Camino Real Building C
San Mateo, CA 94403

Upon receipt of a complaint, the Program Director will discuss the complaint directly with the party involved within 14 days. If this resolves the matter, the Program Director will acknowledge resolution of the complaint via a letter to the complainant.

If the issue is not resolved after discussion with the Program Director, or if the complaint is against the Program Director, the Campus Director will review the complaint with the parties



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involved within 14 days. If this resolves the matter, the Campus Director will acknowledge resolution of the complaint via a letter to the complainant and Program Director.

If satisfactory resolution is not or cannot be reached, appeal may be made to the Office of the CEO. A resolution will be made within 14 days. The decision of the CEO will be final and not subject to further appeal.

Furthermore, a student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 888.370.7589 toll-free or by completing a complaint form, which can be obtained on the bureau's Internet website www.bppe.ca.gov.

PTA students and stakeholders have the right to contact the Commission on Accreditation in Physical Therapy Education (CAPTE) regarding concerns about the education program. The CAPTE contact information is: CAPTE 1111 North Fairfax Street, Alexandria, VA 22314, phone: 703-706-3245, accreditation@apta.org, www.capteonline.org.

A record log of all complaints from clinical sites, employers, and the general public regarding the PTA program are kept in the Program Director's office. As these complaints may include personal information or student identity they are not available for public review per federal privacy act guidelines. All entries will show dated timeline towards resolution. Records will be kept for a minimum of 5 years.

Institutional Approval

Signature

Title

Date
