

Grievance Policies

Student Grievance Procedure

- A. The purpose of this procedure is to provide Lackawanna College students an opportunity to file Non-Academic grievances. Students are expected to attempt to resolve the matter informally prior to filing a formal grievance.
- B. While the Student Grievance procedure may be used for complaints alleging discrimination, students are encouraged to use the Affirmative Action Complaint process for resolution prior to bringing a complaint of harassment under the Student Grievance Procedure.
- C. The Student Grievance procedure should not be used for complaints alleging sexual harassment. Any student wishing to file a complaint of sexual harassment should consult with the College's Title IX Coordinator and the Title IX Handbook.

Please refer to the latest edition of the *LC Student Handbook* for more information.

Steps for Resolving Student Complaints - Academics: Please refer to the latest edition of the *LC Student Handbook* for more information.

Complaints from Within the PTA Program or Complaints Relating to the PTA Program from Outside the College

At any given time there is the possibility that a complaint in relation to the PTA program, one or more PTA program faculty, or one or more PTA program students could be received. Any written or signed complaint about any physical therapist assistant student, a graduate of the program, the program faculty, or a complaint about the program itself will be handled in the following manner:

Any such complaint received in relation to any aspect of the LC PTA program may either come in the form of a phone call and/or written complaint. However, for a complaint to proceed based the following policy, the individual or individuals that make the complaint must identify themselves and provide contact information of a current up to date phone number and physical address of occupancy. *No anonymous complaints will be documented or processed forward.* It should be known also that if providing a complaint that person will be identified to the individual for whom the complaint is directed against. If this information is provided the following will occur:

The formal complaint will be initially directed to the PTA Program Director (PD). The person who receives the complaint via phone, letter, in person or by electronic mail will forward the complaint to the PD within two business days, unless the complaint is against the PD him or herself. Immediately upon review of the complaint, the PTA PD will document the following in writing: the name and contact information of the individual or individuals making the complaint, a description of the complaint, who or whom the complaint pertains

to, whether or not the complaint has been addressed, and any resolution that has taken place to date. The complaint will be documented on the PTA Program Grievance form (found in Appendix D of this manual) and within the PD's office. Once the complaint has been documented, a copy of the PTA Program Complaint form will be forwarded to the current Dean of Health Sciences. The PD will also notify the Provost/CAO within four business days of the initial complaint to discuss the complaint and decide on a course of action based on the nature and severity of the complaint. The Program Director, Dean of Health Sciences, or the Provost/CAO may request the involvement of the Executive Vice President/Chief Innovation Officer if deemed necessary. Within seven business days of the initial complaint, the PD, Dean of Health Sciences and/or Provost will review the complaint, create a plan to address the complaint, and document all discussions and plans. The documentation for any complaints made about the PTA program, students, or faculty will be kept on file in the PTA Program Director's office, except in cases where the complaints are made against the PTA Program Director.

Complaints against the PTA Program Director

If a complaint is made against the Program Director, the person receiving the information will go through the same procedure as stated above but will convey the information directly to the PTA program Academic Coordinator of Clinical Education (ACCE). The ACCE will document the complaint and will then forward this documented information directly to the Dean of Health Sciences and/or Provost, who will involve the Executive Vice President/Chief Innovation Officer if deemed necessary. The process as described will be initiated without the involvement of the Program Director. Should the complaint pertain to the PD and ACCE together then all information would be forwarded to the Dean of Health Sciences and/or Provost. Documentation of complaints against the Program Director will be kept in the Program Director's file in the Human Resources Office or within the office of the Provost.

**To submit a complaint against the LC PTA Program via CAPTE, please follow the instructions on the PTA Program Website.*

Affirmative Action Complaints

Complaints regarding affirmative action allegations will be directly forwarded to one of the College's two Affirmative Action Officers, who are identified in the *LC Student Handbook*, the College website, and the *Employee Handbook*. Allegations will be handled in accordance with the College's Affirmative Action Policy.

Complaints against graduates of the PTA program

It is the policy of the Lackawanna College PTA program that once a student has met all requirements for and has graduated from this educational program, and they are eligible to be licensed by the appropriate licensing body in the state that they will work and reside in, that the alumnus is solely responsible for their professional demeanor and actions relating

to patient care within their practice environment. The LC PTA program therefore will undertake no liability if a complaint regarding a graduate of this program is received. The PD will document the complaint and keep it on file, but no further action regarding such complaint will be initiated.

Student Disciplinary Action – Behavioral

Student Code of Conduct

The students within the LC PTA program are expected to adhere to the highest standards of academic excellence as well as being good representatives of the community, the College, and the PT profession. Should a PTA student require disciplinary action in relation to poor academic performance, ethical or moral conduct, or any other actions deemed to have violated rules and policies, then the student would be subject to disciplinary actions as stated in the *LC Student Handbook*, which the PTA program recognizes as the accepted course of disciplinary action.

All LC PTA program students should refer to the *LC Student Code of Conduct* in the most recent version of the *LC Student Handbook*. Disciplinary action is based on the seriousness of the offense and the best interests of the College community.

*PTA students are enrolled in the Division of Health Sciences. Therefore, students must abide by the *Lackawanna College Division of Health Sciences Code of Conduct Policy*, in addition to the general College *Code of Conduct* policy.