

PTA Program Complaints

The Physical Therapist Assistant Program engages in continuous and systematic evaluation and improvement. We welcome all comments, suggestions, ideas, and constructive criticism as part of that process. There are written policies and procedures for both students, employees, and the community. Student complaints regarding the PTA program should be addressed according to FCC's [Compliant Policy and Procedures for Students](#).

Individuals in the community, clinical instructors, healthcare providers, prospective students or employers of graduates are welcome to provide comments according to the following policy:

- Comments and complaints must be provided in writing and signed by the author. Anonymous submissions will not be acknowledged, nor will written comments provided on behalf of an anonymous source.
- Comments and complaints must be submitted to the following:

Frederick Community College
Attention: Director of Physical Therapist Assistant Education
Amelia Iams, PT, DPT
7932 Opossumtown Pike
Frederick, MD 21702
Or
aiams@frederick.edu

- Clinical Instructors (CI) and Site Coordinators of Clinical Education (SCCE) are asked to initially direct complaints to the DCE using the contact information below. If adequate response is not received in a reasonable time frame, the complaint should be directed to the PTA Program Director.

Frederick Community College
Attention: Director of Clinical Education
Ashley Dicks PT, DPT, CCI
7932 Opossumtown Pike
Frederick, MD 21702
Or
adicks@frederick.edu

- If the complaint concerns the Program Director, the individual should contact the Associate Vice President/ Dean of Health, Business, Technology and Science.

Sandy McCombe Waller PhD, PT, NCS
Associate Vice President/ Dean of Health, Business, Technology and Science
Frederick Community College

7932 Opposumtown Pike

Frederick, MD 21702

Or

smccombewaller@frederick.edu

- The PTA Program Director shall respond to all comments within seven (7) days after receipt to further discuss and resolve the issue. If satisfactory resolution is not or cannot be reached, appeal may be made to the Associate Vice President/ Dean of Health, Business, Technology and Science.
- The Associate Vice President/ Dean of Health, Business, Technology and Science will not become involved until all attempts to resolve the issue with the Program Director have been exhausted, unless the comment is directly related to the performance of the Program Director.
- Records of all correspondence will be confidentially maintained by the Program Director for Five (5) years. These records are not open to the public.

No retaliation will occur by the college or program due to a complaint being filed.

Complaints regarding the program's accreditation status should be addressed to the Commission for Accreditation for Physical Therapy Education.

Commission on Accreditation in Physical Therapy Education

3030 Potomac Ave., Suite 100

Alexandria, Virginia 22305-3085