PTA Program Complaint Resolution (PTA Policy 1.24)

It is encouraged by both students and faculty to initially attempt to resolve complaints informally within the department. In the event that a complaint cannot be resolved solely within the department, students and faculty will then proceed to the formal grievance process, available on the CGTC website at *https://www.centralgatech.edu/about-cgtc/grievance-procedure*. External stakeholders, including the public, may also file a complaint; however, such complaints are outside the scope of the CGTC due process.

To file a complaint, the individual must submit the complaint in writing to the PTA Program Director at the following address:

CGTC PTA Program Director
80 Cohen Walker Drive
Warner Robins, GA 31088

If the complaint directly involves the program director, it should be directed to the **Dean of Health Sciences** at the same address.

Additionally, information on how to file a complaint with CAPTE (Commission on Accreditation in Physical Therapy Education) is available on the PTA program website.

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