

**Hinds Community College
Physical Therapist Assistant Program
Complaint Procedure**

Student Complaints

Information regarding student complaints can be found in the following documents:

College Student Handbook, see Grievance Procedure – found on the College website - <http://www.hindscc.edu/Documents/Student%20Handbook.pdf>

Nursing and Allied Health Student Handbook, see Complaint Procedure and Chain of Command – found on the College website - <http://www.hindscc.edu/Documents/Student%20Handbook.pdf>

Employee Complaints

Information regarding faculty or other employee complaints can be found in the following document:

College Procedure Manual, Due Process Procedures – found on the College website - http://www.hindscc.edu/Documents/HumanResources/Procedures_Handbook.pdf

Other Complaints

Members of the public may also offer a complaint using the PTA Program Complaint form. Complaints will be addressed by the PTA Program faculty and if necessary the administration for nursing and allied health programs. If the complaint is signed, a response will be provided. All complaints are kept in a complaint file in the office of the PTA program chairperson. Records are kept for a minimum of three years. Complaints will be made available for review upon written request of interested parties, unless the complaint is of a personal nature and violates confidentiality or other rights.

Complaints should be mailed to:

**Hinds Community College
Physical Therapist Assistant Program Chair
1750 Chadwick Drive
Jackson, MS 39204**