## Stanbridge College Institutional Policy

**Topic:** Public Comment

## **Purpose of the Policy:**

In a continuing attempt to respond to the needs of the students and the community, the Physical Therapist Assistant program at Stanbridge College welcomes comments from these bodies and makes a commitment to respond to these comments within a reasonable timeframe. This policy identifies the means by which public comments are welcomed as well as establishes a timeframe for administrative responses to these communications.

## **Policy Statement:**

The Physical Therapist Assistant program at Stanbridge College engages in continuous and systematic evaluation and improvement. We welcome your comments, suggestions, ideas and constructive criticism as part of that process. The Grievance/Due Process and Complaints policies of the College and program provide a voice for current and prospective students, employees and other affiliated persons. However, individuals in the community who do not have a formal affiliation with the College are also welcome to provide comments according to the following policy.

- 1. This process is only for comments or concerns that cannot be addressed by existing grievance/due process procedures described in the College Catalog or college website (<a href="www.stanbridge.edu">www.stanbridge.edu</a>).
- 2. Comments must be provided in writing and signed by the author. Anonymous submissions or written comments provided on behalf of an anonymous source will not be acknowledged.
- 3. Comments should be submitted to:

Program Director, PTA Program Stanbridge College 2041 Business Center Drive, Suite 107 Irvine, CA 92612

- 4. The Program Director or designate shall respond to all comments within ten (10) working days to further discuss and resolve the issue. If satisfactory resolution is not or can not be reached, appeal may be made along the chain of command to the Vice President of Instruction (VPI) and President. Appeals may be made to each higher level after ten (10) working days of submission of appeal to a level. The decision of the President will be final and not subject to further appeal. Neither the VPI nor the President will 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.
- 5. Records of all correspondence will be confidentially maintained by the Program Director for five (5) years. These records are not open to the public.

## **Policy Authority:**

Revisions of this policy may be made only with authority granted by the President of Stanbridge College. There are no exceptions to this standard.