

Rowan College of South Jersey

Physical Therapist Assistant Program

External Complaints

Individuals in the community who do not have a formal affiliation with this institution or program 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 Rowan College of South Jersey course catalog, student handbook, faculty handbook, faculty contract, or administrative policies.
2. Comments 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 must be submitted to the following:
Rowan College of South Jersey
Attn.: PTA Program Director
1400 Tanyard Road
Sewell, NJ 08080
3. The PTA Program Director shall respond to all comments within seven (7) days to further discuss and resolve the issue. If satisfactory resolution is not or cannot be reached, appeal may be made to the Dean of Nursing and Health Professions within seven (7) days. Again, if satisfactory resolution is not or cannot be reached, appeal may be made to the Office of the Vice President of Academic Services within seven (7) days. The decision of the Vice President of Academic Services will be final and not subject to further appeal. Neither the Dean of Nursing and Health Professions nor the Vice President of Academic Services 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.
4. Records of all correspondence will be confidentially maintained by the Program Director for five (5) years. These records are not open to the public.
5. In the event that a complaint is made about or against the Program Director, the same timeline should be followed with the written comment being addressed to the attention of the division Dean.
6. The College and Program will not retaliate against an individual who files a complaint.