

**Northwest Florida State College
Physical Therapist Assistant Program
Complaints Process**

Concerns or complaints about the program can be directed to:

Susan DeSmith, PT, DPT
PTA Program Director
Northwest Florida State College
1170 Martin Luther King Jr. Blvd
Ft. Walton Beach, FL 32547
Email: desmiths@nwfsc.edu
Phone: (850)863-6511

Dr. Charlotte Kuss, RN, CNE
Dean Health Sciences and Public Safety
Northwest Florida State College
100 College Blvd E.
Niceville, FL 32578
Email: kussc@nwfsc.edu
Phone: (850)729-6444

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 received via phone or email will be directed to submit using the form on page two.

Complaints may also be filed directly to the Commission on Accreditation in Physical Therapy Education (CAPTE) at 1111 North Fairfax Street, Alexandria, Virginia 22314; telephone: 703-706-3245; e-mail: accreditation@apta.org; website: <http://www.capteonline.org/Complaints/>.

* No retaliation will occur by either the PTA Program or College due to a complaint being filed.

**Northwest Florida State College
PTA Program Complaint Form**

The PTA program complaint form will be used for handling complaints that are related to the PTA program from external sources. This form will be kept as a record of any complaint about the program; including the nature of the complaint and the disposition of the complaint.

Person(s) Filing Complaint: _____

Contact Made By: Phone ____ Fax ____ Email ____ Visit ____

Nature of Problem:

Signature of Person(s) Filing Complaint

Date

For Office Use Only:

Fact Finding:

Data to Verify Complaint:

Suggested Steps for Resolution:

Info Provided To: _____ on (Date) _____

By: Phone ____ Fax ____ Email ____ Visit ____

Results (Include Date of Resolution):

Program Director: _____ Dean: _____

Signature: _____ Signature: _____

Date: _____ Date: _____