

Compliments:

If you wish to communicate compliments of the PTA Program at HGTC, please contact the Program Director/Chair, Dr. Samantha Oldroyd, at 843-477-2075 or email Samantha.Oldroyd@hgtc.edu

Student Complaints:

Complaints from students will follow the PTA Program Student Policy 17, Due Process. Students are instructed to follow the Student Grievance Procedure for the South Carolina Technical College System. See Procedure 9.3.7.2 at the following link: [Student Grievance](#)

Non-faculty and Non-student Complaint Process:

Complaints will be directed to the PTA Program Director/Chair for stakeholders of the HGTC PTA Program.

Contact Information: Dr. Samantha Martel, Phone: 843-477-2075,

Email: Samantha.oldroyd@hgtc.edu

Process for handling complaints:

- The Program Director will complete the Physical Therapist Assistant Program Complaint Form.
- The Program Director will contact the appropriate college personnel to seek resolution of the complaint.
- A written response will be provided from the appropriate college personnel to the person filing the complaint with a timeline that is dependent on the nature of the complaint.
- A copy of all complaints will be kept in a secure location in the Program Director's office.

If a stakeholder wishes to speak with someone other than the PTA Program Director, complaints can be directed to the AVP/Dean of the program.

Contact Information: Ann Daniels, Phone: 843-477-2168, Email: ann.daniels@hgtc.edu

Complaints related to the accreditation of the HGTC PTA Program are directed to the Commission on Accreditation of Physical Therapy Education (CAPTE).

Contact Information:

Commission on Accreditation of Physical Therapy Education (CAPTE)

3030 Potomac Ave, Suite 100

Alexandria, VA 22305-3085

<https://www.capteonline.org/complaints>