Complaint Procedure

OCC's PTA Program strives to continuously improve the quality of the program for all stakeholders. We welcome comments and constructive feedback for matters which fall outside the realm of due process. All complaints will be received and acted upon using the process outlined below. No adverse action will be taken against the complainant for exercising their rights and responsibilities.

1. Comments must be provided in writing and signed by the individual making the complaint. The complaint should include a specific date, description and consequences of the issue. For the complaint to be considered, the event(s) must have occurred within 180 days of the date the complaint is filed.

2. Comments must be submitted to the PTA Program Director, Tammy Lytle: address: Onondaga Community College Physical Therapist Assistant Program, 4585 West Seneca Turnpike, Syracuse, NY 13215.

3. All comments will be shared and discussed with the Dean of the School of Health, Wellness and Human Services and other college officials, as appropriate, to determine a plan of action.

4. The PTA Program Director will respond to all comments within 10 business days of receiving the complaint in an attempt to resolve the issue.

5. All documentation, including the complaint, discussions, and resolution will be maintained by the PTA Program Director according to the college's records retention policy.

6. If a resolution cannot be reached, and/or, the complainant is dissatisfied with the resolution, they are directed to follow the college's Consumer Complaint Process found on the college's website: State Student Complaint Process | Onondaga Community College.

7. Comments related directly to the performance of the PTA Coordinator (Program Director) should be submitted to the Dean of the School of Health, Wellness and Human Services at the following address:

Dean, School of Health, Wellness and Human Services
Onondaga Community College
4585 West Seneca Turnpike
Whitney Hall, 104B
Syracuse, NY 13215

For additional information, see the college's Complaint and Grievance Policy (B18) located on the OCC website in the Centralized Policy Manual: B18: Complaint and Grievance Policy | Onondaga Community College