

St. Louis College of Health Careers
PTA Program External Compliant Process

To mitigate complaints that fall outside the realm of due process from anyone other than students, the Program Director, Dean of the College or other designee may be contacted by mail (email) or telephone. The complaint will be recorded, investigated and responded to within 5 working days of its receipt. Complaints recorded will be maintained by the Program Director for 5 years after which time they will be destroyed.

Written complaints should be addressed to:

St. Louis College of Health Careers
Physical Therapist Assistant Program
1297 N. Hwy Dr.
Fenton, MO 63026
ATTN: PTA Program Director

Additionally, the program director can be contacted by phone or email:

(636) 529-0000 ext 3592

{ [HYPERLINK "mailto:dmaxam@slchcmail.com"](mailto:dmaxam@slchcmail.com) }

Should the complaint not be resolved at the Program level or if the complaint involves the Program Director, the complaint can be directed to the Dean of the College. Upon receipt of the complaint the Dean will evaluate the complaint and determine a course of action. A letter describing the Dean's action shall be filed with the complaint and maintained in the Program for 5 years after which time it will be destroyed.