

**Murray State College**  
**Physical Therapist Assistant Program**  
**Complaints Process**

Concerns or complaints about the program from the general public or anyone who fall outside the normal due process procedures afforded to faculty, students, or staff can be directed to:

Gary Robinson, MS, PT  
PTA Program Director  
One Murray Campus HS #110  
Tishomingo, OK 73460

Becky Henthorn, MS  
VP Academic Affairs  
One Murray Campus AD #304  
Tishomingo, OK 73460

Comments are to 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 to the program direction will be directed to submit using the form on the following page.

Complaints may also be filed directly to the Commission on Accreditation in Physical Therapy Education (CAPTE) at 3030 Potomac Ave. Suite 100, Alexandria, Virginia 22305-3085; telephone: 703-706-3245; e-mail: [accreditation@apta.org](mailto: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.**

**Murray State College  
Physical Therapist Assistant Program  
Complaint Form**

The PTA program complaint form is to be used for the submission of 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:** Mail \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_ Visit \_\_\_\_\_

**Nature of Complaint:**

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\_\_\_\_\_  
**Signature of Person(s) Filing Complaint**

\_\_\_\_\_  
**Date**

**For Office Use Only**

**Fact Finding:**

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**Suggested Resolution:**

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