

**Kankakee Community College**  
**Physical Therapist Assistant Program**  
**Public Comment Policy**

The grievance/due process policies at KCC provide a voice for current and prospective students, employees, and other affiliated persons. Individuals who do not have a formal affiliation with KCC or the PTA program also are welcome to provide comments or complaints according to the Public Comment Policy regarding concerns/ complaints that fall outside of the due process. This policy can be found online on the PTA Program page of the KCC catalog.

**Following is the Public Comment Policy:**

The Physical Therapist Assistant program at KCC engages in continuous and systematic evaluation and improvement. We welcome your comments, suggestions, ideas, and constructive criticism as part of that process.

College grievance/due process policies provide a voice for current and prospective students, employees, and other affiliated persons. Individuals who do not have a formal affiliation with this institution or program also are welcome to provide comments according to the following policy.

This process is only for comments or complaints that cannot be addressed by existing grievance / due process procedures described in the KCC Catalog, Personnel Policy, and Procedures Handbook or the PTA Student Guidebook.

Comments/complaints 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/complaints must be submitted via email to [ptaprogram@kcc.edu](mailto:ptaprogram@kcc.edu) or mail to:

PTA Program Director  
Kankakee Community College  
100 College Drive  
Kankakee IL 60901

The PTA program director shall respond to all eligible comments/complaints within 10 working days of receiving the comment/complaint to further discuss and resolve any issue.

In the case of complaints:

- If a satisfactory resolution is not or cannot be reached, an appeal may be made to the dean of health careers with five (5) working days from the receipt of a decision.
- If satisfactory resolution is not or cannot be reached, appeal may be made to the vice president for academic affairs within five (5) working days from receipt of a decision.
- If a satisfactory resolution is not or cannot be reached, appeal may be made to the office of the president within five (5) working days from receipt of a decision.

A decision regarding an appeal will be made within 10 working days at each administrative level. The decision of the president is final and is not subject to further appeal.

The division dean, vice president, or president will not become involved until all attempts to resolve the issue with the program director have been exhausted unless the comment is directly related to the performance of the program director.

All individuals are free to make use of the appeals procedure without fear of prejudice, restraint, coercion, or reprisal of any kind.

Records of all correspondence will be confidentially maintained by the program director for five (5) years. These records are not open to the public.