

**Metropolitan Community College-Penn Valley-HSI**  
**Physical Therapist Assistant Program**  
**Complaint Procedure**

If you have a concern about the quality of the program and would like to issue a complaint, please contact either the program coordinator, Randy Leighton at 816-604-4808 or the ACCE, Rachel McGraw at 816-604-4909. Details of your complaint will be documented and submitted to administration for review. The program faculty will routinely review program complaints to resolve any problems or if necessary, determine if a quality monitor is warranted. Copies of complaints can be reviewed in the program office.