

**Metropolitan Community College-Penn Valley-HSI**  
**Physical Therapist Assistant Program**  
**Clinical Education**  
**Student Grievance and Due Process**

1. If a student feels that they have been treated unfairly, they are instructed to talk with the ACCE. The ACCE will attempt to mediate the situation after assuring that the student has exhausted steps to handle the situation in a responsible fashion on their own.
  
2. If the student feels that the issue is not resolved to their satisfaction, they may then talk to the program coordinator who will attempt to resolve the issue. The coordinator will routinely inform the Division Chair if the situation appears to be at an impasse.
  
3. The student would be informed to contact the Division Chair, and then the Dean of Instruction for further resolution. The Dean of Instruction may call for a meeting between the involved parties for resolution. If this is unproductive, the Dean of Instruction has the right to convene a grievance committee for testimony from involved parties. The decision of the grievance committee is final.