

POLICY NO: F006/06-11

EFFECTIVE DATE: October 6, 2010

SUBJECT: PUBLIC COMMENT/COMPLAINT THAT FALL OUTSIDE DUE PROCESS

The following subjects have to be reviewed and mastered:

Policy: Public Comment/Complaint that Fall Outside Due Process

It is the intent of all Taylor College programs to ensure the institutional policies, procedures and practices protect the rights and privileges of persons not associated with the education program. Persons not associated with the program such as representatives of clinical sites, employers of graduates, and the public, may contact the Program Director or College President with complaints, comments, suggestions or ideas. The following procedures have been established for consideration of all inquiries that fall outside due process:

Procedure:

1. Initial Screening of the Complaint, Comment, Suggestion or Idea:
 - a. Any inquiry about filing a complaint, comment, suggestion or idea about a program will be recorded as it is received by the College.
 - b. If such inquiries are received by other faculty or staff members, they will be referred to the Program Director or College President.
 - c. Informal resolution of the complaint, comment, suggestion or idea will be attempted.

2. Formal Complaint, Comment, Suggestion or Idea:
 - a. If informal resolution is not successful, the following steps will be required of the inquirer:
 - i. Complaints, comments, suggestions and ideas must be provided in writing and signed by the original author(s). Any submission received without an author's signature will not be acknowledged by Taylor College.
 - ii. All written submissions must be mailed to the following:

Taylor College
(PTA or Nursing) Program Director
5190 SE 125th Street
Belleview, FL 34420
 - iii. The Program Director will respond to all comments within 10 business days to further discuss and resolve the issue. If an acceptable resolution has not been achieved within the given time frame, a written appeal may be made to the College President.
 - iv. Any issues involving the Program Director may be sent directly to the College President for initial resolution within 10 business days of receiving the inquiry.
 - v. The President will not become involved until all actions to resolve the issue with the Program Director have been exhausted (unless the comment is directly related to the Program Director.) The decision of the President will be final and not subject to further appeal.
 - vi. Records of all communication, meetings and final resolution will be confidentially filed and kept by the Program Director and College President for three (3) years.