

**Northwest Florida State College
Physical Therapist Assistant Program
External Complaint Process**

Concerns or complaints about the program can be directed to:

Susan DeSmith, PT, DPT
PTA Program Director
Northwest Florida State College
1170 Martin Luther King Jr. Blvd
Ft. Walton Beach, FL 32547
Email: desmiths@nwfsc.edu
Phone: (850)863-6511

Dr. Andy Binanti, Ed.D.
Dean Health Sciences
Northwest Florida State College
100 College Blvd E.
Niceville, FL 32578
Email: binantia@nwfsc.edu
Phone: (850)729-6448

External complaints must be submitted using the [PTA Program External Complaint Form](#). Anonymous complaints, including those submitted on behalf of an anonymous individual, will not be accepted. Complaints received by telephone or email will be redirected to the online complaint form.

Complaints will be reviewed and addressed in accordance with the PTA Program's established complaint procedures. Northwest Florida State College prohibits retaliation against any individual who submits a complaint through this process.

Complaints related to the program's compliance with accreditation standards may also be submitted to the Commission on Accreditation in Physical Therapy Education (CAPTE). Information regarding CAPTE's complaint process and eligibility requirements is available on the CAPTE Complaints webpage.