



## **NOTIFICATION OF COMPLAINT PROCEDURES**

Institutions and programs accredited by COMTA shall provide to students a procedure to handle complaints within the administrative structure of the program. Complaint procedures shall be in writing (must be published in the catalog) and shall notify the students of the channels available to resolve problems. In the event the complaint is not resolvable within the administrative channels of the program, the program's catalog shall inform students of their right to contact COMTA, and state the location within the school where the COMTA complaint form may be obtained. The following written procedure shall be available to students upon request. If a student complaint is not resolved through normal administrative procedures available within the institution or program, a student should contact the COMTA office in a formal letter (including the complaint form) that includes the following:

1. The nature of the complaint(s).
2. The date(s) of occurrence of the problem(s).
3. The name(s) of the individual(s) involved in the problem(s) and/or other students involved.
4. Facts of the matter (i.e. copies of information or documentation of the problem(s)), not hearsay.
5. Evidence that the institution's complaint procedure was followed prior to contacting COMTA.
6. All complaints shall be signed and provide a return address and telephone number.
7. Send all complaints to:

**COMTA Executive Director  
Commission on Massage Therapy Accreditation  
5335 Wisconsin Ave NW  
Suite # 440  
Washington, DC 20015**