



Ohio Occupational Therapy, Physical Therapy, and Athletic Trainers Board

77 South High Street, 16th Floor
Columbus, Ohio 43215-6108

Governor
John R. Kasich
Executive Director
Melissa A. Craddock

The OTPTAT Board adheres to the customer service standards listed below in compliance with section 121.91 of the Ohio Revised Code. The organization's mission and staff size dictate that these standards apply to all positions.

Our Customers Include:

- The residents of Ohio
- Students considering a career in occupational therapy (OT), physical therapy (PT), athletic training (AT), or orthotics, prosthetics and pedorthics (OPP)
- Students currently enrolled in an entry-level OT, PT, AT, or OPP educational program
- Accredited entry-level OT, PT, AT, or OPP educational programs
- Applicants for licensure
- Current licensees
- Federal, state, and local government agencies
- State and National professional associations
- National credentialing and testing organizations
- Quite simply, anyone who contacts our office

Our Customer Service Goals:

- We will work to ensure an overall positive and service-oriented experience.
- We will treat all of our customers with courtesy and respect.
- We will provide high-quality service by a knowledgeable staff.
- We will provide complete, accurate, and precise information in a timely fashion, asking follow-up questions where needed.
- We will regularly assess our customer's needs and level of satisfaction with our service based on a customer survey.
- We will continue to improve our customer service based on customer feedback.

Customer Service Standards:

1. If a telephone call goes to voicemail, staff will respond to the voicemail within one business day.
 2. If an employee receives an email, staff will respond to the email within one business day, at least to acknowledge receipt.
 3. Questions from the public will be handled by the Board staff that has the knowledge and expertise to respond to the subject.
 4. Staff will not attempt to answer questions for which they do not have the knowledge or expertise. Appropriate referral should be made and no call or email should be ignored.
 5. If a question or complaint falls outside of the Board's jurisdiction, the customer will be referred to the appropriate entity (including the contact information for the referral), whenever possible.
 6. When an employee is scheduled to be out of the office, the employee will change their voicemail and add an out of office message to their email indicating when the employee is scheduled to return to the office.
 7. Staff will leave their full name, agency name, telephone number, and time available when leaving a message.
 8. Written correspondence will be professional and the information contained in the correspondence will be complete, accurate, and precise.
 9. All address change requests will be processed within one business day of the request.
 10. All requests for license verification to another jurisdiction will be processed within two business days of receipt of the request and verification fee.
 11. Approved applications will be processed in a timely fashion in accordance with Board policy. If additional information is needed to process an application, specific information on what is expected will be communicated to the applicant.
 12. Acknowledgements of consumer complaints will go out within one business day of receipt.
- **The Board shall periodically review and evaluate information received through the Board customer service survey to seek additional ways to improve service.**