



Doctor of Physical Therapy Program

Process for Handling a Complaint

1. The Program Director, in consultation with the Chair of Rehabilitation Science, will discuss the complaint directly with the party involved within 14 business days. If the matter is reconciled at this point, a letter from the Program Director acknowledging the resolution of the complaint will be filed and a copy sent to the complainant.
2. If the complainant is dissatisfied with the response of the Program Director, they may submit a written complaint to the Dean of the School of Public Health and Health Professions. The Program Director will forward a written summary of previous discussion as appropriate. The Dean will meet with each party separately or may schedule a joint appointment with the two parties in order to attempt a solution. A letter from the Dean acknowledging the resolution of the complaint will be filed with a Program Director and a copy sent to the complainant.
3. If the complainant remains dissatisfied, then a complaint may be submitted to the Vice President for Health Sciences. A letter from the Vice President for Health Sciences acknowledging the resolution of the complaint will be filed with a Program Director and a copy sent to the complainant.