

Complaints Outside Due Process

Policy:

The Physical Therapy Department encourages those with a legitimate relationship to the program (e.g. prospective and enrolled students, clinical education sites, employers of graduates, the general public), to express their concerns to, or file a written complaint against, the Department. The Department takes all program-related complaints seriously and will act upon any complaints in an expedient, consistent manner without retaliating against the complainant(s).

This policy applies only if all of the following three criteria are satisfied:

- i. the complaint is directly related to the work of the Department of Physical Therapy;
- ii. the complainant is not a member of the University community (faculty member, or staff employee); and
- iii. either the complainant's status as described in (ii) or the nature of the complaint itself means that no University or Rangos School of Health Sciences (RSHS) grievance policy or procedure is applicable.

Purpose:

This policy exists to address complaints about the program not overtly addressed by existing procedures described in the Undergraduate or Graduate Handbooks, the Faculty Handbook, The Administrative Policies (including #30 & #31), the RSHS Academic Student Handbook, the Doctor of Physical Therapy Program Student Handbook or the Clinical Education Manual. Where an existing University, RSHS or departmental policy (or procedure) conflicts with a provision of this policy, the University, RSHS or departmental policy shall prevail.

Procedure:

1. All complaints shall be in writing, signed by the complainant, dated and filed within one year from the event in question. Phone calls, anonymous and email submissions will not be accepted.
2. All complaints shall be submitted to the following address:

Chairperson - Physical Therapy Department
139 Rangos School of Health Sciences
Duquesne University
Pittsburgh, PA 15282
3. Within ten business days of receipt, the Physical Therapy Department Chairperson will discuss the complaint with the complainant. If dialog with the complainant successfully resolves the matter, the Department Chairperson will acknowledge resolution of the complaint with a letter sent to the complainant. The Physical Therapy Chairperson will maintain a confidential copy of the original complaint and response.
4. If the complainant is not satisfied with the response/decision of the Physical Therapy Department Chairperson or if the complaint is about the Physical Therapy Chairperson,

the complainant will be referred to the Dean of the RSHS. The Dean will issue a written response to the complainant within fifteen business days of receipt of the original complaint.

5. If the complainant is not satisfied with the response/decision of the Dean of the RSHS, the complainant may, within ten business days of receiving the response/decision, request a review by the Provost and Vice President for Academic Affairs (the Provost). This request shall be in writing, signed by the complainant, dated and sent to the Provost with a copy of the original complaint and the response from the Dean of the RSHS.
6. The Provost shall respond to the request for review in writing within ten business days of receiving it. The decision of the Provost shall be final and not subject to further review.
7. Records of all confidential correspondence shall be maintained by the Physical Therapy Program in accordance with the University's policy on document retention.