

Policy for Complaints about the Physical Therapy Program Outside the Realm of Due Process

Any individual, group, or organization that fall outside the realm of due process, may file a complaint about the program. This may include, but is not limited, to complaints from clinical education sites, employers of graduates, and the public. Complaints may be about the program's policies and procedures, or other aspects of the program, including its faculty and staff. Complaints from matriculated students or university faculty or staff should be pursued through the customary due process policies and procedures available to the program and to the institution.

Procedures:

1. ALL of the following conditions must be met to be considered as a formal complaint:

- a. The event(s) complained about must have occurred at least in part within one year of the date the complaint is filed.
- b. The complaint must:
 - i. be identified as a complaint
 - ii. clearly describe the specific nature of the complaint,
 - iii. provide supporting data for the charge,
 - iv. specify the changes sought by the complainant,
 - v. be signed by the person making the complaint,
 - vi. be submitted in writing to:

Chair, Department of Physical Therapy
ASU Station #10923
San Angelo, Texas 76909

vii. Complaints about the Program Director should be submitted in writing to:

Dean, Archer College of Health and Human Services
ASU Station #10911
San Angelo, Texas 76909

2. Upon receipt of a complaint, the Chair will discuss the complaint directly with the party involved within 15 business days. If this resolves the matter, the Chair will acknowledge resolution of the complaint via a letter sent to the complainant which will be kept confidential and on file.

3. If the issue is not resolved after discussion with the Chair, or if the complaint is against the Chair, the Dean will review the complaint directly with the parties involved within 15 business days. If this resolves the matter, the Dean will acknowledge resolution of the complaint via a letter sent to the complainant and Chair, which will be kept confidential and on file.

4. If the issue is not resolved to the satisfaction of the complainant after review by the Dean, the written complaint may be filed with the Office of the Provost and Vice President of Academic Affairs:

Office of the Provost

ASU Station #11008

San Angelo, TX 76909-1008

5. The Provost will discuss the complaint directly with the parties involved within 15 business days and acknowledge resolution of the complaint via a letter sent to the complainant, the Dean, and Chair. The Provost is the final arbiter.

6. Consistent with applicable federal law and state law, upon receipt of a good-faith complaint, the program will assure each individual that they will be fully protected from any action of retaliation or adverse action against them by a program employee for making a report.

7. Records of complaints about the program, including the nature of the complaint and the final letter of disposition of the complaint are maintained by the Chair of the Department and are kept confidential.