

Complaints Outside Due Process

Policy:

The Physical Therapy Program encourages those with a legitimate relationship to the program (e.g. prospective students, clinical education sites, employers of graduates, the general public), to express their concerns to, or file a written complaint against, the Program. The Program 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 Physical Therapy Program;
- ii. the complainant is not a member of the University community (faculty member, staff employee or student); and
- iii. either the complainant's status as described in (ii) or the nature of the complaint itself means that no University or Program 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 Professional Personnel Employment Handbook, the Doctor of Physical Therapy Program Handbook or the Clinical Education Manual. Where an existing University policy (or procedure) conflicts with a provision of this policy, the University 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:

Physical Therapy Program Director
117 St. Mary's Medical Education Center
Colorado Mesa University
Grand Junction, CO 81501
3. Within ten business days of receipt, the Physical Therapy Program Director (PTPD) will discuss the complaint with the complainant. If dialog with the complainant successfully resolves the matter, the PTPD will acknowledge resolution of the complaint with a letter sent to the complainant. The PTPD will maintain a confidential copy of the original complaint and response.
4. If the complainant is not satisfied with the response/decision of the PTPD or if the complaint is about the PTPD, the complainant will be referred to the Academic Department Head (ADH). The ADH 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 ADH, the complainant may, within ten business days of receiving the response/decision, request a review by the Vice President for Academic Affairs (VPAA). This request shall be in writing, signed by the complainant, dated and sent to the VPAA with a copy of the original complaint and the response from the ADH.
6. The VPAA shall respond to the request for review in writing within ten business days of receiving it. The decision of the VPAA 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.

3/9/2022_crc