

## **DOCTOR OF PHYSICAL THERAPY PROGRAM**

### **HOW TO FILE A COMPLAINT OUTSIDE OF DUE PROCESS**

The following information outlines the process for an individual or entity who is not a St. Ambrose University student, faculty member, or staff member to register a complaint about the Doctor of Physical Therapy program.

This process is to be used by those who are not enrolled or employed by the University (e.g. clinical education instructors, graduates, employers of graduates, or any other member of the public) and therefore not addressed by institutional guidelines promoting due process to file a complaint about the SAU Physical Therapy Department.

In order to file a complaint outside the realm of due process, the complaint must be submitted in writing to the director or to the dean of the College of Health and Human Services if the complaint involves the director.

The complaint should include the following information:

- Name and contact information of the person filing the complaint (complainant)
- Name of the person(s) about whom the complaint is filed (as applicable)
- Date and location of the incident
- Description of the incident

The director (or his/her designee) will respond to the complainant within 10 working days of receiving the complaint in order to reach a decision regarding the matter. The director (or his/her designee) will send a letter summarizing the decision about the complaint to the complainant and the persons directly involved in the complaint when deemed appropriate. Retaliation of complaint following complainant submission is prohibited.

If the complainant is not satisfied with the decision reached by the director, the complainant may submit a subsequent written complaint to the dean within 10 working days of the date the decision letter was issued.

Once the review is complete, the dean (or his/her designee) will send a letter summarizing the decision about the complaint to the complainant and the persons directly involved in the complaint when deemed appropriate. The decision reached by the dean is the final stage of this process.

The director will maintain records of complaints in compliance with SAU policies and procedures and applicable law. Information reported in this complaint process will be treated as confidential to the extent allowed by law; however, mandatory reporting may be legally required for certain types of complaints.

The aim of this process is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative.

If a matter requires more detailed investigation, the complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.