

University of Scranton DPT Program

Policy and Procedures

Title of Policy: **Due Process for Complaints from Outside of University**

Policy Number: 4.7

Effective date: Summer 2006

Policy: The DPT Program will address complaints from clinical education sites, employers of graduates, and the public in a timely fashion.

Procedures:

- Members of the general public and concerned stakeholders who have complaints about the DPT program and/or its students are to forward written documentation to the PT Department Chair/PD and/or DCE/ADCE as indicated. Formal complaints can also be filed with CAPTE using the CAPTE contact information on the department website.
 - This policy applies to the following stakeholders:
 - Clinical education sites
 - Places of employment for DPT program graduates
 - Public
- Complaints about the DPT program will be addressed through the following procedures:
 1. The Chair/PD and/or DCE/ADCE will review the complaint and respond in an appropriate and timely manner.
 2. The Chair/PD may consult with any of the following individuals:
 - Any person specifically named in the complaint
 - Dean of LCHS
 - Provost/VPAA
 - University legal counsel
 - President of the University
 3. All contacts and consultations requested and provided to the Chair/PD will be documented in writing and maintained in a secured file in a central location for one accreditation cycle.
 4. The Chair/PD will issue a written decision to the individual(s) presenting the complaint.
 5. Supporting documentation will be provided.
 6. Copies of the complaint and subsequent decisions will be held in a secured file in a central location for one accreditation cycle.
- If the decision of the Chair/PD is not accepted, the complaint may be taken to the Dean of LCHS.
 - The procedure, as outlined above, will be followed.
 - In addition to the individual(s) presenting the complaint, the Chair/PD will receive a copy of the Dean's decision.
 - Copies of the complaint and subsequent decisions will be held in a secured file in a central location for one accreditation cycle.
- If the decision of the Dean(s) is not accepted, the decision may be appealed to the Provost/VPAA
 - The procedure, as outlined above, will be followed.
 - In addition to the individual(s) presenting the complaint, the Chair/PD will receive a copy of the decision of the Provost/VPAA.

- Copies of the complaint and subsequent decision will be held in the in a secured file in a central location for one accreditation cycle.
- If the decision of the Provost/VPAA is not accepted, the decision may be appealed to the President of the University.
 - The procedure, as outlined above, will be followed.
 - The decision of the President will be final and binding.
 - In addition to the individual(s) presenting the complaint, the Chair/PD will receive a copy of the decision of the President of the University.
 - Copies of the complaint and subsequent decision will be held in a secured file in a central location for one accreditation cycle.

Reviewed: 8/23/22, 8/2/17, 12/17/14, 9/20/08
Revised: 5/15/20, 5/24/19