

Complaints Outside Due Process

Policy:

The Physical Therapy Department encourages those with a legitimate relationship to the program (e.g., prospective and enrolled students, faculty, staff, and graduates) to report to the Department the general nature of any concerns or complaints. The Department will act upon any complaints in a prompt, 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, 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 (BSHS) grievance policy or procedure is applicable.

Purpose:

This policy exists to address complaints not covered by existing procedures described in the Undergraduate or Graduate Handbooks, the Faculty Handbook, The Administrative Policies (including #30.0.4.3), the BSHS Academic Student Handbook, the Doctor of Physical Therapy Program Student Handbook, and the Clinical Education Manual. Where an existing University, BSHS, or Departmental policy or procedure conflicts with a provision of this policy, the University or BSHS or departmental policy shall prevail.

Procedure:

1. All complaints shall be in writing, signed by the complainant, and accepted within one year from the event giving rise to the complaint. Complaints accepted after this time 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 15262
3. Within ten business days of receipt, the Physical Therapy Department Chairperson will discuss the complaint with the complainant. If the Chairperson or a designee successfully resolves the matter, the Department Chairperson will acknowledge the resolution of the complaint with a letter sent to the complainant. The Physical Therapy Department Chairperson will maintain a confidential copy of the original complaint and response.
4. If the complainant is not satisfied with the response or decision of the Physical Therapy Department Chairperson or if the complainant is not the Physical Therapy Department Chairperson,

the complainant will be referred to the Dean of the College. 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 or the PRUC, 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 response.
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 policies on retention of information.