

## Policy Regarding Complaints External to Due Process

An individual or organization unhappy with their experience or encounter with any student, faculty, or staff member of the Carroll University Physical Therapy Program is encouraged to communicate the complaint orally or in writing to university personnel. When a complaint falls out of the due process, such as complaints from clinical education sites, employers of graduates, and the public, the practice at Carroll University is for the appropriate administration personnel to respond, investigate and document the complaint. Complaints can be made in writing to the Program Director, Dr. Sara Deprey, Carroll University, 100 N. East Ave., Waukesha, WI 53186, via email at [sdeprey@carrollu.edu](mailto:sdeprey@carrollu.edu), by telephone at 262-951-3051, or in person orally.

The following procedure describes the process for handling a complaint against the Program. The goal of the procedure is to rectify the situation appropriately.

1. When possible, the Program Director will discuss the complaint directly with the party involved within 14 business days of receipt of the complaint.
  - a. The Director will attempt to address the complaint and identify a satisfactory resolution.
  - b. The Director will document the outcome of the complaint and keep the report on file for five years. The report will also be sent to the complainant.
  - c. If the complaint is outside the Director's scope, the Director will report the complaint to the appropriate personnel based on the nature of the complaint.
2. If dissatisfied with the discussion with the Program Director, or if the complaint is against the Program Director, the involved party may submit an oral or written complaint to the College of Health Sciences Dean, Dr. Tom Pahnke, by telephone at 262-951-3158 or via email at [tpahnke@carrollu.edu](mailto:tpahnke@carrollu.edu).
3. If the party feels that an additional review is necessary, the complainant may contact the Office of the Provost and Vice President of Academic Affairs, Dr. Eli Hestermann, by telephone at 262-524-7320 or via email at [ehesterm@carrollu.edu](mailto:ehesterm@carrollu.edu).
4. If the party would like to speak to the Program's Accreditation organization, they may contact the Commission on Accreditation in Physical Therapy Education (CAPTE) at 703-706-3245 or by email at [accreditation@apta.org](mailto:accreditation@apta.org).

The University and Program prohibit retaliation against any individual following a complaint submission.