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 that falls out of the realm of 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 should be addressed to: Physical Therapy Program Director, Carroll University, 100 N. East Ave., Waukesha, WI 53186 if in writing, sdeprey@carrollu.edu via email, or telephone 262.951.3051, or in person.

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 seven business days. The director will report the complaint to 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 a written or oral complaint to the Dean of College of Health Sciences.
3. If the party believes that additional complaints are necessary, the next lines of complaint are to the university provost.