VI. Policy on Complaints Outside Due Process

(Complaints not otherwise covered by institutional policy)

Any member of the public or any constituent of the Division of Physical Therapy has the right to file a complaint that falls outside the realm of due process. This is done by contacting the office of a West Virginia University representative, including the program chairperson or a program faculty member. Such complaints are dealt with in the manner described below.

Purpose.
To handle complaints which are not otherwise covered by institutional or program policy.

Goal.
To investigate the complaint, to resolve the issue where appropriate and to bring closure through communication of complaint resolution.

Procedure.
The chairperson is notified of the complaint. The chairperson is most commonly made aware of the complaint from the Dean’s office. Complaints may be filed through the university President’s office, the Parent’s Club liaison, the Chancellor’s office or the Dean’s office. Occasionally, a complaint may come directly to the chairperson or may arise from another source, such as from a clinical education site to the ACCE. Once the chairperson is made aware of the complaint, he or she does one of the following. If the complaint is focal and may be resolved with one individual, the chairperson contacts the individual, investigates the complaint, proposes a resolution, and informs all parties of the resolution.

Complaints which cannot be resolved by a simple process, such as complaints about the program as a whole or that involve more than one individual OR complaints about the chairperson are referred to the Division Executive Council. The Division Executive Council is comprised of individuals who have administrative responsibilities, i.e., the Chairperson, the Assistant Chairperson, the Director of Professional Education and the Director of Faculty Scholarship Development. The complaint is discussed in a meeting of the Executive Council. As part of the discussion, fact finding may be involved and individuals on the council are tasked to investigate and report on relevant facts. The Council then discusses the matter, makes a recommendation for resolution, and communicates that to the parties involved. The chairperson or his/her designee communicates the findings and a written record tracking form is maintained in the office of the chairperson.

Complaints may be addressed to:
Chairperson, Division of Physical Therapy
West Virginia University
PO Box 9226
Morgantown, WV 26506-9226
COMPLAINT TRACKING FORM  
WVU Division of Physical Therapy

<table>
<thead>
<tr>
<th>Date Received:</th>
<th>Date Resolved:</th>
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<tbody>
<tr>
<td>Description of Complaint:</td>
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Complaint received by:

Complaint filed by (include contact information)

Complaint to be handled by:  
- [ ] Fast track, Program Chairperson  
- [ ] Referral, Executive Council

Investigative Findings

Recommended Resolution/Action Item if Applicable

Communication of Resolution  BY:

Attach copy of letter, memo, e mail OR summarize phone conversation below: