

Policy & Procedures for Complaints Outside the Realm of Due Process
SRU Graduate School of Physical Therapy
August 2020

Slippery Rock University and the Physical Therapy program have due processes for handling complaints filed by current students, faculty and staff about the Physical Therapy program. These policies, procedures and due processes are explained in the Program Student Handbook, Program Faculty Handbook, Program Clinical Education Handbook, University Student Code of Conduct, faculty Collective Bargaining Agreement, and other resources.

Complaints that fall outside this due process, for example those from prospective students, clinical education sites, employers of graduates, and the general public, are addressed by this policy (Complaints Outside the Realm of Due Process) and are explained here. If a University, APSCUF, College or departmental policy conflicts with this policy, then the University, APSCUF, College or departmental policy will apply.

Informal complaints are handled differently than formal complaints about the program from persons outside the realm of due process (i.e. from persons other than current students, faculty and staff). Informal complaints are concerns or complaints communicated to GSPT faculty or staff in person, via phone, emailed, or any other method not described in the formal complaint procedure below. Informal complaints will be listened to and responded to as deemed appropriate by the faculty or staff receiving the complaint.

Formal complaints are those that are communicated in writing, signed by the complainant, dated and submitted to the Department Chairperson (with two exceptions explained below) at the following address:

Physical Therapy Department – Chairperson
205 School of Physical Therapy Building
Slippery Rock University
Slippery Rock, PA 16057

The Chairperson will contact or respond to the complainant within 14 days of receipt of the complaint. If the complainant feels that the matter is not resolved satisfactorily after discussing with the Chairperson, then they will be referred to the college Dean. The Dean will contact or respond to the complainant within 14 days of being contacted. If the complainant feels that the matter is not resolved satisfactorily after discussing with the Dean, then they will be referred to the Provost/Vice President of Academic Affairs. The Provost will contact or respond to the complainant within 14 days of being contacted. The decision or action of the Provost is final.

If the complaint is about the Department Chairperson, then the complainant may choose to submit the written, signed and dated complaint directly to the college Dean at the following address. The remainder of the process will be identical to that for complaints submitted to the Department Chairperson.

College of Health, Engineering and Science – Dean
325 School of Physical Therapy Building

Slippery Rock University
Slippery Rock, PA 16057

If the complaint is related to the clinical education curriculum, then the complaint must be submitted first to one of the Academic Coordinators of Clinical Education (ACCE) in the Physical Therapy department instead of to the Department Chairperson. The ACCE will contact or respond to the complainant within 14 days of receipt of the complaint. If the complainant feels that the matter is not resolved satisfactorily after discussing with the ACCE, then they will be referred to the Department Chairperson and the remainder of the process is identical to that described above. If the complaint is about one of the ACCEs, then the complainant may choose to submit the complaint directly to the Department Chairperson at the above address.

The Physical Therapy Department handles all complaints in a consistent and equitable manner. There will be no retaliation of any kind associated with complaints regardless of the identity of the complainant. All records of the complaint, process of resolution, and final decision or action will be maintained by the program for a minimum of five years from the date of complaint submission.