

GRIEVANCE POLICY

Overview:

It is the practice of the University to direct formal complaints to the group best qualified to address the specific area of concern. Student or faculty complaints are directed to the grievance procedures in the student or faculty handbook; issues of ethics are directed to EthicsPoint; complaints concerning research are directed to the Institutional Review Board, complaints concerning Discrimination, Equal Employment or Harassment are directed to the Office of Student Life/Human Resources. Each of these bodies is responsible for following up on complaints and maintaining records of the disposition of each complaint. Student records related to formal complaints will be kept on file by the appropriate office within the University which includes the Provost's office for student, faculty complaints or issues of ethics, the Chair of the IRB's office for complaints related to research, and in the Human Resources office for any complaints related to discrimination, equal employment, or harassment. Any complaints made directly to the DPT Program such as complaints from clinical education sites, employers of graduates, and the public will be maintained in the student's confidential file located in a locked cabinet in the DPT Program Director's office. These files will be maintained in this fashion for a period of 5 years from the time of separation of the student from the University, after which they will be purged while maintaining confidentiality. University policies related to the handling of complaints are presented and made available to students and faculty within the **Alvernia University Faculty Handbook, Alvernia University Course Catalog, Alvernia University Graduate Catalog, Alvernia University Student Handbook, and Alvernia University Employee Handbook.**

Program Policy for Handling Grievances:

An individual or organization who experiences an unfavorable experience with any student, faculty member, or staff member of the Alvernia University Doctor of Physical Therapy Program is able to file a written grievance. This grievance should be filed within 30 days of the offending incident(s) and should be addressed to the Doctor of Physical Therapy Program Director. The written grievance and any corrective action(s) will be kept on file in a locked cabinet in the Program Director's office for a period of 5 years, after which they will be purged while maintaining confidentiality.

Complaints should be addressed to:

Alvernia University
Doctor of Physical Therapy Program Director
400 Saint Bernardine Street
Reading, PA 19607

Program Procedure for Handling Grievances:

The Program procedure for handling such grievances is as follows:

1. The party wishing to file a grievance should submit a detailed written explanation of the grievance to the DPT Program Director. The description of the complaint should be as detailed as possible and should include the names of all involved parties, dates of the incident(s), and any actions taken since the incident(s).
2. Upon receiving the written grievance, the Program Director will discuss the complaint directly with the complainant within 7 days from the date that the grievance was filed.
3. Based on the discussion with the complainant, the Program Director will develop a written plan to investigate and address the complainant's concerns. This written action plan will be sent to the complainant.
4. If the complainant is satisfied with the written action plan, a letter from the Program Director acknowledging the resolution of the complaint will be filed with the complaint in the Program Director's office and a copy will be sent to the complainant.

5. If the complainant is dissatisfied with the written action plan developed by the Program Director or if the complaint is related to the Program Director, the complainant will be encouraged to submit a written grievance to the Dean of the College of Professional Programs. The Dean will contact the complainant directly and develop a written corrective action plan, which will be filed with the complaint in the Program Director's office and a copy will be sent to the complainant. The Dean will meet individually or jointly with all parties involved to seek resolution.
6. If the complainant remains dissatisfied with the Dean's written action plan for resolution, the complainant is encouraged to contact the Provost of the University. A written corrective action plan for resolution will be developed by the Provost and filed with the complaint in the Program Director's office and a copy will be sent to the complainant. A letter outlining the final resolution of the grievance by the Provost will be filed with the complaint in the Program Director's office and a copy will be sent to the complainant.
7. A copy of the grievance and all written corrective action plans for resolution will be kept on file in the Program Director's office for a period of up to 5 years from when the complaint was filed.

Filing a Complaint with CAPTE:

CAPTE considers complaints about programs that are accredited, or are seeking accreditation by CAPTE, and complaints about CAPTE itself. This process is described at the CAPTE web site by clicking the "Complaints" link. For more information regarding the process of filing a complaint with CAPTE, please contact the:

Commission on Accreditation in Physical Therapy Education
1111 North Fairfax Street
Alexandria, VA 22314
Phone: 703-706-3245
Email: accreditation@apta.org