

### **Complaints that Fall Outside of Due Process**

Occasionally complaints or issues arise through individuals and agencies external to the university, (such as prospective students, clinical education sites, employers of graduates, general public). Since even seemingly benign comments, queries, or incidents have the potential to harm the reputation of the university, department or program, faculty becoming aware of or involved in any unusual situation in the broader community, are responsible for immediately informing supervisors to assure that a proper, coordinated and focused response can be formulated. Faculty must not assume personal responsibility for assessing the potential impact of such incidents, nor assume that supervisors or other administrators are already aware. Communication with the Program Director and/or Department Chair regarding such incidents (as indicated) is essential.

When complaints fall outside of due process they are brought to the attention of the Chair and/or Program Director. The Chair and/or Program Director will investigate the complaint and determine a reasonable resolution to the issue. All complaints and resolutions will be reported to and recorded by the Chair for the academic year. The record of complaints and resolutions will be kept in a file cabinet in the Chair's office. The Physical Therapy Department prohibits retaliation following a complaint submission.