

Complaint Resolution Process

In keeping with Walsh University's commitment to educating leaders who serve others and our Judeo- Christian tradition of respect for human dignity, we strive to address concerns and complaints in a spirit of mutual understanding and professional growth.

Academic Course Concerns-Due Process

Reflecting our commitment to close student-teacher interactions and effective communication, we encourage the following process:

1. Begin with a respectful dialogue with the course instructor, embracing our university's values of critical thinking and professional development.
2. If concerns persist, consult with your faculty advisor, who serves as your mentor in your educational journey.
3. Should further discussion be needed, bring the matter to the Program Director, who will facilitate a resolution that honors our commitment to academic excellence.
4. If necessary, the Program Director will engage the Dean for additional guidance.

Note: Decisions regarding course content and grades remain the responsibility of the course instructor.

Interpersonal Concerns

In alignment with our values of building a diverse and respectful community:

1. When possible, first address concerns directly with the individual involved, demonstrating the professional courtesy that reflects our values.
2. If unresolved, seek guidance from your faculty advisor.
3. The Program Director may then be consulted to facilitate a resolution that serves all parties.
4. When needed, the Dean will provide additional oversight.

Contact information

Contact information for individuals holding the positions listed below can be accessed through the faculty and staff directory; <https://www.walsh.edu/directory/index.html>

- Physical Therapy Program Director
- Dean of the College
- Students can reference the Walsh University Student Handbook found on the [Student conduct and Community Standards](#)

Complaints- Outside of Due Process

In alignment with our commitment to service and community engagement, the program welcomes feedback from all stakeholders, including students, faculty members, clinical site employees, patients, employers of graduates, and members of the public with interest in the program. Any individual from these groups who has a concern that falls outside of standard due process procedures may file a complaint without fear of retaliation. The Physical Therapy Program will not retaliate against any individual who, in good faith, files a complaint or participates in an investigation of a complaint. Any retaliation will be subject to disciplinary action in accordance

with university policies. A complaint will be considered bona fide when submitted in written, signed format sent to with the Program Director or the Dean of the College of Health Sciences.

Contact information for individuals holding the positions listed below can be accessed through the faculty and staff directory; <https://www.walsh.edu/directory/index.html>

Clinical Education Sites and Patients

- Primary Contact: Director of Clinical Education (DCE)
- Secondary Contact: Program Director

Public, Prospective Students, and Employers

- Primary Contact: Program Director,
- Secondary Contact: Dean of the School

Faculty and students

- May refer concerns to the University Resolution Board. Contact the Director of Human Resources and Culture or the Vice President of Student Affairs whose information can be found through the faculty and staff directory; <https://www.walsh.edu/directory/index.html>

Procedure

If a complaint regarding the Program is received by faculty, staff, or students, the maker of the complaint should be referred to the Program Director, or the written complaint should be forwarded to the Director within five working days.

If the complaint is regarding the Program Director, the Dean should be notified. The Program Director or Dean may act alone to address the complaint or may seek information from faculty members. Generally, all complaints not involving a specific faculty member will be shared with the faculty to discover possible resolutions and to educate the faculty about concerns from the public. If indicated, the Program Director will attempt to resolve the complaint and contact the maker of the complaint in a timely manner. For complaints involving clinical education sites or clinical faculty as the maker or recipient of the complaint, the Director will discuss the complaint with the Director of Clinical Education. If indicated, a resolution will be sought, and the maker of the complaint will be notified.

Appeal Process

In keeping with our commitment to justice and fair process, concerns may be elevated to 1) Dean or 2) Vice President of Academic Affairs (VPAA), whose contact information can be found through the faculty and staff directory; <https://www.walsh.edu/directory/index.html>

Accreditation Concerns

If institutional processes have been exhausted, communities of interest may contact the Commission on Accreditation of Physical Therapy Education (CAPTE): Phone: 1-800-999-2782; Website: <http://www.capteonline.org/Complaints/>

All complaints and their resolutions are documented and maintained by the program.