

## **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 School
- Students can reference the Walsh University Student Handbook found on the [Student conduct and Community Standards](#)

## **Complaints- Outside of Due Process**

As part of our commitment to service and community engagement, we welcome feedback from all stakeholders. Any student, faculty member or clinical site employee or patient who has a concern that falls outside of due process, can report a complaint without concern for retaliation. A complaint will be considered bona fide when the maker submits it in a written, signed format or speaks with the Program Director of Physical Therapy or the Dean of the School.

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) Provost, 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, stakeholders 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, reflecting our commitment to transparency and continuous improvement.

This complaint resolution process embodies Walsh University's mission of fostering critical thinking, effective communication, and personal and professional development.

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