

Complaints that Fall Outside of Due Process

For complaints that fall outside of the realm of due process, such as complaints about the program from prospective students, clinical education sites, employers of graduates, and the public, the following policy and procedures should be used.

Policy

The Program values the concerns and complaints that might arise from parties outside the College's Due Process system and strives to respond to such concerns and complaints in a timely, fair, and appropriate manner. A complaint will be considered bona fide when the maker submits it in written, signed format or speaks with the Program Director of Physical Therapy or the Dean of the School of Health Sciences. Faculty, staff, and students are prohibited from any retaliation following a complaint submission.

Mailing Address:
Allen College
Director of DPT Physical Therapy Program
1825 Logan Ave,
Waterloo, IA 50703

Alternatively:
Allen College
Dean, School of Health Sciences
1825 Logan Ave
Waterloo, IA 50703

Questions about this policy can be directed to the Program Director, Dr. Eric Arguello, Eric.Arguello@allencollege.edu or Dean, Dr. Peggy Fortsch, Peggy.Fortsch@allencollege.edu.

Procedures

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

If the complaint is regarding the Director, the Dean should be notified within five working days.

The 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 in an effort to discover possible resolutions and to educate the faculty about concerns from the public. If indicated, the Director will attempt to resolve the complaint and contact the maker of the complaint within 10 days of receipt.

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 within 10 days of receipt.

Complaints that fall outside of due process will be maintained for five (5) years in the office of the Director of the School with the exception that complaints about the Director will be maintained in the Dean's office.