

**Policy Title:** Policy on Complaints Outside Due Process  
(Complaints not otherwise covered by institutional policy)

**Distribution:** Division Website (public)

**Updated/Reviewed:** May 2021

Any member of the public or any constituent of the Division of Physical Therapy has the right to file a complaint that falls outside the realm of due process. This is done by contacting the office of a West Virginia University representative, including the program chairperson or a program faculty member. Such complaints are dealt with in the manner described below.

**Purpose.**

To handle complaints which are not otherwise covered by institutional or program policy.

**Goal.**

To investigate the complaint, to resolve the issue where appropriate and to bring closure through communication of complaint resolution.

**Procedure.**

The chairperson is notified of the complaint. The chairperson is most commonly made aware of the complaint from the Dean's office. Complaints may be filed through the university President's office, the Parent's Club liaison, the Chancellor's office or the Dean's office. Occasionally, a complaint may come directly to the chairperson or may arise from another source, such as from a clinical education site to the Director of Clinical Education. Once the chairperson is made aware of the complaint, he or she does one of the following. If the complaint is focal and may be resolved with one individual, the chairperson contacts the individual, investigates the complaint, proposes a resolution, and informs all parties of the resolution.

Complaints which cannot be resolved by a simple process, such as complaints about the program as a whole or that involve more than one individual OR complaints about the chairperson, are referred to the Division Executive Council. The Division Executive Council is comprised of the program chairperson and directors (clinical services, clinical education, scholarship development, and clinical residencies). The complaint is discussed in a meeting of the Executive Council. Depending on the nature of the complaint, one or more members of the executive committee may be recused. If at least 3 members are not available to review the complaint, the chairperson may appoint replacements as needed. As part of the discussion, fact finding may be involved and individuals on the council are tasked to investigate and report on relevant facts. The Council then discusses the matter, makes a recommendation for resolution, and communicates that to the parties involved. The chairperson or his/her designee communicates the findings, and a written record tracking form is maintained in the office of the chairperson.

Complaints may be addressed to:

Chairperson, Division of Physical Therapy  
WVU School of Medicine  
PO Box 9226  
Morgantown, WV 26506

**COMPLAINT TRACKING FORM**

Date Received:	Date Resolved:
Description of Complaint:	
Complaint received by:	
Complaint filed by (include contact information):	
Complaint to be handled by: <input type="checkbox"/> Fast track, program chairperson <input type="checkbox"/> Referral to executive council	
Investigative findings:	
Recommended resolution/Action Item (if applicable)	
Communication of resolution BY:	
Attach copy of letter, memo, or email; or summarize phone conversation below:	