

## **Program Policy and Procedures for Handling Grievances Outside of Due Process**

### **Policy**

An individual or organization who experiences an unfavorable experience with any student, faculty member, or staff member of the Methodist University Doctor of Physical Therapy Program is able to file a written grievance. The Program takes complaints very seriously and will act upon any complaint in an expedient manner, should the complaint warrant action. This grievance should be filed within 30 days of the offending incident(s) and should be addressed to the Doctor of Physical Therapy Program Director. Once a complaint has been made, the Program Director will be directly involved in gathering information and addressing the complaint. The written grievance and any corrective action(s) will be kept on file in a locked cabinet in the Program Director's office for a period of 5 years, after which they will be purged while maintaining confidentiality.

Complaints should be addressed to:

Methodist University  
Doctor of Physical Therapy Program Director  
Thomas R. McLean Health Sciences Building  
5400 Ramsey Street  
Fayetteville, NC 28311

### **Procedure**

The Program procedure for handling grievances is as follows:

1. The party wishing to file a grievance should submit a detailed written explanation of the grievance to the DPT Program Director. The description of the complaint should be as detailed as possible and should include the names of all involved parties, dates of the incident(s), and any actions taken since the incident(s).
2. Upon receiving the written grievance, the Program Director will discuss the complaint directly with the complainant within 7 days from the date that the grievance was filed.
3. Based on the discussion with the complainant, the Program Director will develop a written plan to investigate and address the complainant's concerns. This written action plan will be sent to the complainant.
4. If the complainant is satisfied with the written action plan, a letter from the Program Director acknowledging the resolution of the complaint will be filed with the complaint in the Program Director's office and a copy will be sent to the complainant.
5. If the complainant is dissatisfied with the written action plan developed by the Program Director or if the complaint is related to the Program Director, the complainant will be encouraged to submit a written grievance to the Dean of the Health Sciences. The Dean will contact the complainant directly and develop a written corrective action plan, which will be filed with the complaint in the Program Director's office and a copy will be sent to the complainant. The Dean will meet individually or jointly with all parties involved to seek resolution.
6. If the complainant remains dissatisfied with the Dean's written action plan for resolution, the complainant is encouraged to contact the Executive Vice President and Academic Dean of the University. A written corrective action plan for resolution will be developed by the Executive Vice President and Academic Dean of the University and filed with the complaint in the Program Director's office and a copy will be sent to the complainant. A letter outlining the final resolution of the grievance by the Executive Vice President and Academic Dean of the University will be filed with the complaint in the Program Director's office and a copy will be sent to the complainant.
7. A copy of the grievance and all written corrective action plans for resolution will be kept on file in the Program Director's office for a period of up to 5 years from when the complaint was filed.

If the complaint is against the Program Director, the third party may submit the grievance to the Dean of the School of Health Sciences.