

Process for External Comments and Complaints:

Any member of the public or any constituent of the Department of Physical Therapy has the right to file a complaint that is not otherwise covered by institutional or program policy. Complaints are filed by contacting the chairperson of the Physical Therapy Department. 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 Physical Therapy Department Chair is notified of the complaint. Occasionally, a complaint may arise from another source, such as from a clinical education site to the Director of Clinical Education (DCE) or directly to the Dean of the School of Health Professions. Once the Physical Therapy Department Chair is made aware of the complaint, he or she does one of the following:

- 1) 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.
- 2) Complaints which cannot be resolved by a simple process or fall outside the realm of due process, such as complaints about the program as a whole or that involve more than one individual, or complaints about the department chair are referred to the SHP Dean's office. The complaint is discussed between the SHP Dean and Department Chair. The SHP Dean determines whether said complaint should be heard by the University Provost. As part of the discussion, fact-finding may be involved and individuals within SHP, CHS, and/or Samford can be tasked with investigating and reporting relevant facts. The SHP Dean will appoint an ad hoc committee that includes CHS administrators and faculty. They will discuss the matter, make a recommendation for resolution(s), and communicate the resolution(s) to the parties involved. The physical therapy department chair or his/her designee communicates the findings, and a written documentation is maintained in the department chair's office. Records of the complaint and all relevant findings will be maintained by the department on a secure, password protected, electronic file.

Complaints may be addressed to:

Department of Physical Therapy – Chair
School of Health Professions
College of Health Sciences
Samford University
800 Lakeshore Dr.
Birmingham, AL 35229