



## Policy & Procedure

Title: External Complaints

Policy Number: 03-07

Date Effective: 01/12/98 Date Replaces: NA

Approval Signature (Program Director):  **Josh Layman, PT, DPT, ATP,**

PhD Date: 8/09/2023

### Purpose

Southwest Baptist University Physical Therapy Program welcomes criticism motivated by a sincere desire to improve the quality of the educational program to assist the University to carry out its mission more effectively. In treating each individual in a Christ-like manner, the Program desires to handle all complaints fairly and expeditiously.

### Policy

The Physical Therapy Program recognizes that complaints may arise and that these concerns must be resolved through appropriate channels. Complaints from anyone external to the University will be treated fairly and complainants notified of appropriate internal and external channels for follow up if they are not satisfied with the initial response. All complaints must be documented on the external complaint form. If not satisfied with the attempt at resolution, the complainant must be given the name of the person to contact. When complaints arise regarding the accreditation process the name and address of the Commission on Accreditation in Physical Therapy Education (CAPTE) must be supplied if requested.

Any complaints regarding admission to the program must be submitted directly to the Program Director. A record of the complaint including the nature of the complaint, persons involved, and disposition must be kept by the Program Director.

### Procedure

#### *Responsibilities*

1. Person receiving complaint
  - 1.1. Determine who has authority to resolve complaint. (a) Attempt to resolve the issue immediately and satisfactorily to both parties if the nature of the complaint is within the realm of authority of the individual. (b) Refer to Program Director or to the appropriate person to handle the complaint.
  - 1.2. Notify the Program Director in writing on the external complaint form.
2. Faculty/Staff
  - 2.1. Attempt to resolve complaint immediately and satisfactorily to both parties if the nature of the complaint is within the realm of authority of the individual.
  - 2.2. When requested, or if the concern involves accreditation, give the complainant the name and address of CAPTE.
  - 2.3. Notify the Program Director in writing on the external complaint form.

3. Program Director
  - 3.1. Attempt to resolve complaints immediately and satisfactorily to both parties.
  - 3.2. When requested, or if the concern involves accreditation, give the complainant the name and address of CAPTE.
  - 3.3. Notify the Dean of any serious complaints as soon as possible.
  - 3.4. Keep a record of all complaints and any follow up.
  - 3.5. Annually report complaints and their disposition to the Dean.



External Complaint Form

Date and time of Complaint:	
Name of Complainant:	
Address:	
Phone:	
Person Receiving Complaint:	
Nature of Complaint:	
Disposition of Complainant: (What was said, what was done, and who was notified?)	
Do you feel the explanation was adequate? Are you satisfied with the explanation or resolution?	<input type="checkbox"/> Satisfied <input type="checkbox"/> Refer to Program Director
Follow-up:	
Signature of Chair or other person making follow-up	
Date Completed	