

## PROCESS FOR FILING A COMPLAINT AGAINST DEPARTMENT

The following is a summary of the process for handling a complaint against the Department:

1. The Department Head will make every attempt to discuss the complaint directly with the designated party within 20 working days. A letter by the Department Chair addressing the complaint and resolution will be sent to the party who filed the written complaint and a copy of the letter will be filed with the complaint.
2. If there is no common resolution of the complaint, the involved party may submit a written complaint to the Associate Dean of the School of Health Professions. The Department Head will forward a copy of the letter addressing the resolution of the complaint and a summary of the discussion that occurred in the Department. The Associate Dean will call or meet with each party separately and may schedule a joint appointment with the two parties in order to attempt a solution. A letter explaining the discussion and resolution of the issue/problem will be sent to the Chair of the Department of Physical Therapy and will be filed with the complaint.
3. If the party feels that the complaint is unresolved, the last line of complaint is to the Provost of the University. The Associate Dean will forward a copy of the letter addressing the resolution of the complaint and a summary of the discussion that occurred in the Dean's Office. The Provost will call or meet with each party separately and may schedule a joint appointment with the two parties in order to attempt a solution. A letter written by the chief Academic Officer explaining the discussion and resolution of the issue/problem will be sent to the Chair of the Department of Physical Therapy and will be filed with the complaint.
4. Without resolution of the problem/issue at the university level individuals may wish to file a complaint against the Department of Physical Therapy at UT Southwestern through CAPTE. They must contact CAPTE directly: <http://www.capteonline.org/Complaints/>