

## **Department of Physical Therapy**

### **Georgia State University**

#### **Procedure for Complaints that fall outside of the realm of due process**

Any person may initiate a complaint against any student, faculty or staff member of the Department of Physical Therapy by filing a written complaint as outlined below. According to the Commission on Accreditation in Physical Therapy Education (CAPTE) standards, this is referred to as a “complaint which falls outside the realm of due process.” Complaints by students, faculty or staff as part of the normal operations of the Department of Physical Therapy will follow applicable University policies.

Persons who avail themselves of this procedure and make a report or complaint, provide information, assist, participate or refuse to participate in any investigation or resolution shall not be subjected to retaliation. Persons who believe they have been subjected to prohibited retaliation should promptly report the matter to the Dean of the Byrdine F. Lewis College of Nursing and Health Professions. Members of the University community found to have engaged in prohibited retaliation shall be subject to disciplinary action pursuant to applicable University policy.

1. Normally complaints that fall outside the realm of due process can be resolved quickly through discussion with the Department Chair and/or with the assistance of the office of the Ombudsperson.
2. In situations where such informal resolution does not occur or is not successful, the individual may submit a formal complaint to the Chair of the Physical Therapy Department. The complaint must be submitted in writing and be accompanied by pertinent documentation. Complaints should include current contact information and must be submitted no later than 30 calendar days from the date in which the complainant first knew, or could reasonably be expected to know, of the issues giving rise to the complaint.
3. The Department Chair will review the matter and whatever additional information the Department Chair determines is relevant to the complaint. The Department Chair may inform the complainant that the issue has been resolved, and any action taken to resolve the matter, if appropriate. The matter will not be subject to further review by the University.