

CAPTE Formal Complaint Process

The only mechanism through which CAPTE can act on a concern is through a formal complaint process. The complaint must be related specifically to one or more of the Evaluative Criteria for Accreditation, or one or more of CAPTE's expectations related to program integrity. The formal complaint process can be accessed in the Accreditation Handbook, available through the CAPTE web site (www.capteonline.org).

Program Complaint Policy

This policy for addressing program complaints excludes complaints for which there is an established University, College, or Program policy or procedure, such as grade appeals, academic dismissal appeals, or allegations of harassment based on sex, race, color, religion, national origin, ancestry, disability, age, sexual orientation, marital status, military status, veteran status, gender expression/identity, genetic information, pregnancy, or any other characteristics protected by law. These matters are covered in the Physical Therapy Student Handbook, the University Student Conduct Policies, or through the Office of Diversity and Affirmative Action.

An individual who has a concern/complaint following an experience/encounter with any student, faculty, or staff member is welcome to communicate their complaint. The Program prohibits retaliation following a compliant submission. Program complaints are recognized as an opportunity for program improvement and should be expressed with this end in mind. A complainant can choose to communicate a complaint either informally and formally. The experience/encounter must have occurred within three (3) years of the date the complaint is filed.

If the complainant chooses, the complaint can be communicated informally by contacting the party(s) involved (e.g. course coordinator, faculty member, Department Chairperson, Program Director, Director of Clinical Education, student) to discuss the issue. In this case, there is no documentation of the complaint.

If the complainant prefers, a formal written complaint can be filed with the Program Director or if the complaint is against the Program Director, the complaint can be filed with the Department Chairperson. Such a complaint must be communicated in writing and be signed. The complaint should state with specificity the facts giving rise to the complaint, the names of persons who have knowledge of the events surrounding the complaint, and the relief sought. It should be signed by the person filing the complaint. All parties to the process will seek to maintain the confidentiality of the process; however, it is recognized that circumstance may compel further disclosure to other persons, particularly if the facts implicate possible violations of law, University policy, or foreseeable risk of harm to any person. The Program will maintain a file of all written Program Complaints for a period of five (5) years.

Complaints should be addressed to:
Saint Louis University

Program in Physical Therapy
3437 Caroline Mall
Saint Louis, MO 63128
ATTN: Program Director

The Program Director will address the issue with the involved party within 10 working days of receipt of the letter and will seek resolution of the issue. The resolution action will be communicated to all parties in writing.

Should the complainant not be satisfied with the resolution of the issue at the Program level, the complaint can be made to the Department Chairperson. If the complainant is not satisfied with the resolution of the issue by the Department Chairperson, the complaint can be made to the Dean of the Doisy College of Health Sciences. As appropriate, the Program Director or Department Chairperson will forward a written summary of the situation to date.

The written complaint shall be filed with the Dean within ten (10) working days of receipt of the complaint resolution letter from the Program Director or Department Chairperson. Upon receipt of the complaint, the Dean shall evaluate the merits of the complaint and identify a course of action. A letter summarizing the Dean's action shall be filed with the complaint letter in the Program Complaint file.

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