

Policy 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 falls outside the realm of due process. Complaints are filed by contacting the office of a Samford University representative, including the department chairperson or a department faculty member. 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. The chair is most commonly made aware of the complaint from the School of Health Professions Dean's Office, or College of Health Sciences Vice Provost's Office. Complaints may be filed through the university President's office or Provost's office. Occasionally, a complaint may come directly to the Department of Physical Therapy or may arise from another sources, such as a from a clinical education site to the Director of Clinical Education (DCE). Once the PT Department Chair is made aware of the complaint, he or she does one of the following. 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.

Complaints which cannot be resolved by a simple 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 College of Health Sciences Administrative Council. The College of Health Sciences Administrative Council is comprised of individuals who have administrative responsibilities within the College, i.e., chairpersons, clinical education, and admissions (Nursing, Pharmacy, Health Professions, Public Health). The complaint is discussed in a meeting of the Administrative Council. As part of the discussion, fact-finding may be involved and individuals on the Council are tasked with investigating and reporting relevant facts. The Council then discusses the matter, makes a recommendation for resolution(s), and communicates the resolution(s) to the parties involved. The chairperson or his/her designee communicates the findings and a written documentation is maintained in the department chair's office.

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