

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. An individual who has a concern about a program or program staff member is welcome to file a complaint. The Program prohibits retaliation following a complaint. The complaint process is recognized as an opportunity for program improvement and should be handled with this end in mind. A complainant can file a complaint informally and formally. The experience is the same regardless of the number of years of the date the complaint is filed. If the complainant chooses, the complainant can contact the party(s) involved (e.g., student, faculty, staff, administrator, Chairperson, Program Director, Director of Student Services, etc.) or the Program Director.

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.

Last Revised 06/2015
01/2017