

Complaints against the Department of Physical Therapy

Any individual or organization that is unhappy with their experience or encounter with any student, faculty or staff member of the Department of Physical Therapy at the University of Delaware is advised to file a written complaint against the department or program.

The process for handling complaints is as follows:

1. When possible, the Department Chair will discuss the complaint directly with the party involved within 14 business days. If at all possible, the matter is reconciled at this point. A letter from the Department Chair acknowledging resolution of the complaint will be filed with the complaint in the Department Chair's files and a copy will be sent to the complainant.
2. If the resolution of the complaint is not achieved, or if the complaint is against the Department Chair, the involved party may submit a written complaint to the Dean of the College of Health Sciences. The Department Chair will also forward a written summary of any previous discussions when appropriate. The Dean or Dean's designee will meet with each party separately and may meet with both parties jointly to reconcile the complaint. A letter outlining the resolution by the Dean or Dean's designee will be filed with the complaint in the Department Chair's files.
3. If the satisfactory resolution is not achieved the involved party may submit a written complaint to the Provost of the University. A letter outlining the resolution by the Chief Academic Officer should be filed with the complaint in the Department Chair's files.

The complaint will be kept on file in the Department Chair's files under "Program Complaints" for a period of 5 years.

Complaints should be addressed to the appropriate person or persons below:

Chair
Physical Therapy Department
301 McKinly Lab
University of Delaware
Newark, DE 19716

Dean
College of Health Sciences
345 McDowell Hall
University of Delaware
Newark, DE 19716

Provost
Office of the Provost
116 Hullahen Hall
University of Delaware
Newark, DE 19716

(Approved by Faculty 7/20/09, under consideration by Dean, College of Health Sciences)