

COMPLAINTS OUTSIDE OF DUE PROCESS

POLICY STATEMENTS

1. This process is only for complaints, concerns, and/or suggestions regarding any issue relating to the PTA Program's personnel, operations, or delivery of education that cannot be addressed by the current grievance or due process policy and procedure.
2. Anyone may file a complaint regarding any aspect of the program. Complaints can be filed without fear of retaliation. The University prohibits retaliation against a person who submits a complaint, concern and/or suggestion regarding any issue relating to the PTA Program's personnel, operations, or delivery of education. Any reports of retaliation will be investigated by the Program Director, Campus Director of Academic Affairs, and/or Campus President.

SUPERVISORY RESPONSIBILITIES

1. The Program Director, Campus Director of Academic Affairs, or Campus President is responsible for addressing any complaints, concerns, and/or suggestions regarding any issue relating to the PTA Program's personnel, operations, or delivery of education from individuals in the community that do not have a formal affiliation with the institution or program.
2. The Program Director, Campus Director of Academic Affairs, or Campus President is responsible for implementing the proper and appropriate response/action for any complaints, concerns, and/or suggestions regarding any issue relating to the PTA Program's personnel, operations, or delivery of education from individuals in the community that do not have a formal affiliation with the institution or program.

EMPLOYEE RESPONSIBILITY

1. Program faculty will comply with the implementation of the proper and appropriate response/action for any complaints, concerns, and/or suggestions regarding any issue relating to the PTA Program's personnel, operations, or delivery of education from individuals in the community that do not have a formal affiliation with the institution or program by the Program Director.

PROCEDURES

1. Complaints should be in writing and addressed to the attention of the Program Director at the appropriate campus:

ECPI University - Newport News 1001 Omni Blvd Newport News, VA 23606	ECPI University - Richmond 2809 Emerywood Pkwy Suite 400 Richmond, VA 23294	ECPI University - Lake Mary 660 Century Point Suite 1050 Lake Mary, FL 32746
--	---	--
2. If the complaint involves the Program Director, the matter should be addressed directly to the Campus Director of Academic Affairs or Campus President, and any resolution will be kept on file by the Campus President.
3. Upon receiving the complaint, the Program Director will contact the individual(s) making the complaint within fourteen business days. If a resolution is reached, a letter will be sent to all involved parties confirming the issue of concern as well as the resolution. The resolution letter will be kept on file by the Program Director.
4. In the event a resolution is not reached, the Program Director will notify the Campus Director of Academic Affairs or Campus President to seek additional guidance. If a resolution is reached at this level, a letter will be sent to all involved parties confirming the issue of concern as well as the detailed resolution. The resolution letter will be kept on file by the Program Director.
5. If the issue is still not resolved, the individual(s) may contact the Chief Operating Officer of the University.

6. Outside of the institution, a complaint can also be filed with the physical therapy accrediting body:

Commission on Accreditation in Physical Therapy
American Physical Therapy Association
3030 Potomac Ave
Alexandria VA 22314

7. The PTA program web page <https://www.ecpi.edu/programs/physical-therapy-associate-degree> contains the following contact information for anyone to communicate directly to the program.
If needing to contact the program/institution directly please call 757.490.9090 or email PTADirector@ecpi.edu.

Revised 08.2022