

QU DPT Due process statement

Quincy University Due process:

Policy for Complaints Outside the Realm of Due Process

Any individual, group, or organization that falls outside the realm of due process may file a complaint about the Doctor of Physical Therapy (DPT) program at Quincy University. This may include, but is not limited, to complaints from prospective students, clinical education sites, employers of graduates, and the public.

Procedure for handling complaints about the Physical Therapy program outside the realm of due process:

1. All of the following conditions must be met to be considered as a formal complaint:
 - a. The event(s) must have occurred in the last year
 - b. The complaint must:
 - i. Be identified as a complaint
 - ii. Clearly describe the specific nature of the complaint
 - iii. Provide supporting data for the charge
 - iv. Specify the changes sought by the complainant
 - v. Be signed by the person making the complaint
 - vi. Be submitted in writing to:
Director, DPT Program at Quincy University
1800 College Ave, Quincy IL 62301
2. Upon receipt of the complaint(s), the program director will discuss the complaint(s) directly with the party involved within 14 business days. If this resolves the matter, the director will acknowledge resolution of the complaint via a letter sent to the complainant.
3. If the issue is not resolved after discussion with the program director, or if the complaint is against the program director, the vice president of academic affairs (VPAA) will review the complaint directly with the parties involved within 14 business days. If this resolves the matter, the VPAA will acknowledge resolution of the complaint via a letter sent to the complainant and program director.
Provost and Vice President of Academic Affairs at Quincy University
1800 College Ave, Quincy IL 62301
4. If the issue is not resolved to the satisfaction of the complainant after review by the VPAA, the written complaint may be filed with the Office of the President:
Office of the President at Quincy University

1800 College Ave, Quincy IL 62301

5. The president will discuss the complaint directly with the parties involved within 14 business days and acknowledge resolution of the complaint via a letter sent to the complainant, VPAA, and program director. The president is the final arbiter.
6. Records of complaints about the DPT program, including the nature of the complaint and the final letter of disposition of the complaint, are maintained by the program director.

CAPTE Due process

CAPTE considers complaints about programs that are accredited or are seeking accreditation. Further information may be found at <https://www.capteonline.org/faculty-and-program-resources/complaints>. To obtain the materials necessary for submitting a complaint, contact the APTA Accreditation Department at 703-706-3245 or accreditation@apta.org.