

Policies and Procedures on Unsolicited and Solicited Complaints
by Parties Outside the Department

Preamble: This policy describes the procedures to be followed should a complaint arise from a party outside of the Department of Physical Therapy. Instructions on how to initiate a complaint are found on the Department's website. This policy will be provided to outside parties if their complaint is not easily resolved.

- A.** For Service of Subpoenas/Complaints against the University, the policy as set forth by the University shall be followed. This policy can be found at <http://www.csus.edu/umannual/hr/UMC02500.htm>.
- B.** Non-legal unsolicited complaints: Should a complaint concerning the Department of Physical Therapy arise by an individual other than a student or faculty member of the Department, the following actions should be taken to resolve the complaint.
1. Complaints should initially be delivered to the individual most appropriate to resolve the issue.
 2. The individual receiving the complaint will determine if the issue can be easily resolved and, if able, perform actions to resolve the complaint.
 3. If the complaint cannot be easily resolved or the action performed does not resolve the complaint, the issue will be referred to the Department's Administrative Support Coordinator II (ASCII) who will assess who, if anyone, can resolve the complaint. The ASCII will either perform actions to resolve the complaint himself/herself, or refer the complaint to the most appropriate individual who will then take action to satisfy the complaint and let the ASCII know the results of his/her actions. The ASCII will document the nature of the complaint and how it was resolved, and store the document in a secure file.
 4. If the complaint is unable to be resolved following the activities of the ASCII and his/her designees, the complaint will be referred to the Department Chair. The Chair will then take action to satisfy the complaint and let the ASCII know the results of his/her actions. The ASCII will document the nature of the complaint, the Chair's actions performed to resolve it, and the results of those actions, and store the document in a secure file.
 5. If the Department Chair is unable to resolve the complaint, the issue will be referred to the Associate Dean of the College of Health & Human Services. The Associate Dean will then take action to satisfy the complaint and let the ASCII know the results of his/her actions. The ASCII will document the nature of the complaint, actions performed by the Associate Dean to resolve it, and the results of those actions, and store the document in a secure file.
 6. If the Associate Dean is unable to resolve the complaint, the issue may be referred as appropriate, to the University Counsel, the Dean of the Health and Human Services, the Dean of Graduate Studies, and/or the Provost. Actions by these individuals, and the results of these actions will be documented by the ASCII and stored in a secure file.

- C. Solicited complaints: During every clinical internship by a student, the clinical instructors (CIs) are contact by the DCE or his/her designee. The CIs are asked to remark on the fundamental knowledge of the students and if they can identify an area of the curriculum that can be improved. These comments are organized by the DCE and distributed to the faculty. They are filed by the DCE in a secure area.