Kean University

School of Physical Therapy

Complaints/Concerns Regarding the Physical Therapy Program

Kean University prohibits retaliation against any person as a result of their submission of a concern or complaint.

1. The following outlines the process for handling a student complaint against the Program:
   A. Upon the receipt of a complaint, when possible, the Executive Director ('Program Director') will discuss the complaint directly with the individual involved within 14 business days. The expectation is that the complaint can be satisfactorily resolved by this discussion. The Executive Director will acknowledge resolution of the complaint by completion of the Complaint Form to the individual complaining.

   B. If the issue is not resolved after discussion and the person complaining is dissatisfied with the outcome of the discussion with the Executive Director or if the complaint is against the Executive Director, the complainant may submit a written complaint to the Dean, Nathan Weiss Graduate College. The Executive Director will provide the Dean with a written summary of previous discussions where applicable. The Dean will discuss the matter with the Executive Director and complainant separately and may schedule a joint appointment or conference call with the Executive Director and complainant in attempt to reach a solution. The Dean will provide the complainant and the Executive Director with a written letter outlining the solution reached through this step.

   C. If the complainant remains dissatisfied after step two, the final review of the complaint is to the Vice President for Academic Affairs at Kean University.

   D. Any letters or documentation associated with the complaint from the complainant, the Executive Director, Dean, or Vice President for Academic Affairs will be kept in a folder marked "Complaints against the School of Physical Therapy Program" kept in the program's files for a period of five years.

2. For concerns and/or complaints regarding other matters, please consult Kean University's Resolution of Complaints/ SARA Compliance Policy: https://www.kean.edu/offices/accreditation-and-assessment/student-right-know

3. Complaints against the program regarding its compliance with CAPTE accreditation standards or adherence to established CAPTE policies and procedures may be filed to the Commission on Accreditation in Physical Therapy Education directly. Please refer to the link below for the process to file a complaint with CAPTE http://www.capteonline.org/Complaints/

School of Physical Therapy
Complaint Policy Form

Please attach additional pages if needed:

Name of Complainant: _____

Date of Concern: _____

Complaint Taken by: _____

Nature of Complaint: _____

Concern Details: _____
_____
_____
_____
_____
_____

Possible Cause: _____
_____
_____
_____

Action Taken: _____
_____
_____
_____

Outcome:_____
_____
_____
_____

Steps to consider to avoid a repeat of the complaint:

A record of the complaint, action taken and outcome will be created and kept on file in the Executive Director's Office for five years.