The DPT program and the University will work together to ensure that all complaints that fall outside of the realm of due process will be dealt fairly and promptly to ensure consistency with other program and institutional policies. Any individual, group, or organization can file a complaint against Carlow’s DPT program. This may include but is not limited to, clinical education sites, employers or graduates, and the public. Such complaints may be about the DPT program faculty and staff, policies and procedures, or any other aspects of the program. Such events should be reported in writing as soon as the issue becomes known by following the criteria below:

- Complaints must be clearly identified in writing with all the key details and names of the individuals involved.
- Any supportive data to substantiate the charge should be included.
- Provide dates when applicable.
- Clearly provide the objectives and expected outcomes of the complaint.
- Submitters should sign, date, and provide their contact information.

Complaints should be submitted in writing to:
Dr. Kunal Bhanot
DPT Program Director
College of Health and Wellness
Doctor of Physical Therapy Program
3333 Fifth Avenue, Pittsburg, PA- 15213
kbhanot@carlow.edu
Phone: 412-578-6410

Complaints regarding the DPT Program Director should be submitted in writing to:
Dr. Rhonda Maneval
Dean: College of Health and Wellness
3333 Fifth Avenue, Pittsburg, PA- 15213
remaneval@carlow.edu
Phone: 412-578-6115

The complaints will be reviewed and investigated with a written response within 30 days. If a satisfactory resolution is not reached, the complaints will be directed to the Dean of the College of Health and Wellness who will then review and investigate the complaint and provide a written response within 30 days. A copy of complaints and resolutions will be maintained by the office of the Program Director and the Office of the Dean of the College of Health and Wellness permanently.

Pre-Accreditation Statement
Graduation from a physical therapist education program accredited by the Commission on Accreditation in Physical Therapy Education (CAPTE), 3030 Potomac Ave., Suite 100, Alexandria, Virginia 22305-3085; phone: 703-706-3245; accreditation@apta.org is necessary for eligibility to sit for the licensure examination, which is required in all states. Carlow University is seeking accreditation of a new physical therapist education program from CAPTE. On December 1, 2022, the program submitted an Application for Candidacy, which is the formal application required in the pre-accreditation stage. Submission of this document does not assure that the program will be granted Candidate for Accreditation status. Achievement of Candidate for Accreditation status is required prior to implementation of the [professional/technical] phase of the program; therefore, no students may be enrolled in [professional/technical] courses until Candidate for Accreditation status has been achieved. Further, though achievement of Candidate for Accreditation status signifies satisfactory progress toward accreditation, it does not assure that the program will be granted accreditation.