A complaint is a formal statement expressing dissatisfaction or concern about a service, process, behavior, or decision, typically submitted when an individual believes that standards, policies, or expectations have not been met. There are several ways by which individuals can submit complaints, comments, and/or suggestions regarding Carlow's DPT program, its faculty, staff, or students. Students enrolled in the DPT program should follow the customary due process policy and procedures of the DPT program and University.

Grievance outside the Due Diligence Process (Process for reporting complaints)
Students will be subject to all University and DPT program policies and grievance procedures. 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 with fairly and promptly to ensure consistency with other programs and institutional policies without discrimination or harm to the complainant. 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, Pittsburgh, PA 15213
kbhanot@carlow.edu
Phone: 412-578-6410

Complaints regarding the DPT Program Director should be submitted in writing to:
Dr. Diana Kozlina-Peretic (Interim)
Dean: College of Health and Wellness
3333 Fifth Avenue, Pittsburgh, PA 15213
dkozlina-peretic@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. The DPT Program Director and the Dean of the College of Health and Wellness are responsible for ensuring that complaints are handled consistently, ensuring that all individuals are treated equally, regardless of their status (e.g., student, faculty, staff, or the general public).

Complaints About the Program to CAPTE

Complaints about Carlow's DPT program can be made directly to the Commission on Accreditation in Physical Therapy Education (CAPTE). CAPTE has a mechanism to consider formal complaints about physical therapy education programs that allege a program is not in compliance with one or more of CAPTE's Evaluative Criteria (for complaints about events occurring before Dec. 31, 2015) or the Standards and Required Elements (for complaints addressing events occurring Jan. 1, 2016, and thereafter) or has violated any of CAPTE's expectations related to academic integrity. To learn about the process, please visit the CAPTE website.