

Procedure for Complaints About the Program 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 program. This may include, but is not limited to, complaints from clinical education sites, employers of graduates, and the public. Complaints may be about the program's policies and procedures, or other aspects of the program's work, including its faculty and staff. Complaints from matriculated students or university faculty or staff should be pursued through the customary due process policies and procedures available to these constituents.

Formal complaints

Criteria:

To be considered a formal complaint, ALL of the following conditions must be met:

- *The event(s) related to the complaint must have occurred within one year of the date the complaint is filed*
 - *The complaint must:*
 - be identified as a complaint
 - clearly describe the specific nature of the complaint,
 - provide supporting data for the charge,
 - specify what is being sought by the complainant,
 - be signed by the person making the complaint,
 - be submitted in writing (via postal mail or email) to:
Director, Department of Physical Therapy
214 Proctor Hall
University of New England
716 Stevens Ave.
Portland, ME 04103
 - *Complaints about the Program Director should be submitted in writing to:*
Dean, Westbrook College of Health Professions
Hersey Hall
University of New England
716 Stevens Ave.
Portland, ME 04103
- A. Upon receipt of a complaint the Program Director or designee will discuss the complaint directly with the party involved. This will ordinarily occur within 14 business days. If this resolves the matter, the Director or designee will acknowledge resolution of the complaint via a letter sent (via postal mail or email) to the complainant.
- B. If the issue is not resolved after discussion with the Program Director, or if the complaint is against the Program Director, the Dean of WCHP or designee will review the complaint directly with the parties involved. This response will typically occur within 14 business days. If this resolves the matter, the Dean or designee will acknowledge resolution of the complaint via a letter sent (via postal mail or email) to the complainant and Program Director.
- C. If the issue is not resolved to the satisfaction of the complainant after review by the Dean of WCHP, then the written complaint may be filed with the Office of the Provost and Vice President of Academic Affairs:
Office of the Provost

Appendix 29: Procedure for Handling Complaints Outside the Realm of Due Process

University of New England
11 Hills Beach Road
Biddeford, ME 04005

- D.** The Provost or designee will discuss the complaint directly with the parties involved. This response will typically occur within 14 business days and acknowledge resolution of the complaint via a letter sent (via postal mail or email) to the complainant, Dean of WCHP, and Program Director. The Provost or designee is the final arbiter.
- E.** Consistent with applicable federal law and state law, including the Maine Whistleblowers Protection Act (Title 26 MRSA, Section 831 et seq.), upon receipt of a good-faith complaint, the program will assure each individual that they will be fully protected from any action of retaliation or adverse action against them by a program employee for making a report.
- F.** Records of complaints about the program, including the nature of the complaint and the final letter of disposition of the complaint, are maintained by the Program Director.