Grade Grievance

Process Policies Submitting Concerns/Complaints

While we hope your experience in the Doctorate Program in Physical Therapy will be a positive and growth enhancing experience for you, there may be times that you wish to express a concern or complaint. To this end we have established the following policies and procedures for submitting concerns and complaints.

There are six categories of complaints for which policies have been established. These include: (1) concerns regarding a grade received in a course, (2) concerns regarding perceived discrimination or harassment related to gender, ethnicity, race, religion, or sexual orientation; (3) Concerns regarding accommodations for disabilities; (4) concerns related to clinical internship experience; (5) concerns regarding the policies and procedures of the academic program, college or university; and (6) complaints related to other aspects of the academic program.

1. Policies relating to grade grievance

   If a student has a complaint regarding a grade received in a particular course they should first contact the instructor of the course to clarify the rationale for the grade and to assure that a clerical error was not made and that the grade received was the grade intended by the instructor. If the grade is considered to be appropriate by the instructor but the student still believes that in error then the student must follow the grade grievance policy as outlined in the Bulletin of the College of Graduate Studies.

2. Policies regarding perceived discrimination or harassment related to gender, ethnicity, race, religion, or sexual orientation

   If a student believes that they are being discriminated against or being harassed they should contact an individual in authority with whom they feel comfortable discussing their concern. This individual could be a faculty member, Department Chair, a Program Director, Director of Clinical Education, Dean of the College, or the Affirmative Action Officer for the University. When a concern is presented, the individual hearing the concern is bound by law to contact the University Affirmative Action Officer. The University Affirmative Action Officer will then contact the student to discuss the concern.

   Should the student wish to file an official complaint they should follow the guidelines found in the brochure entitled Protocol: Equal Opportunity and Affirmative Action. This brochure can be obtained from the Civil Rights and Institutional Equity Office in Ronan Hall 220. If there are any questions regarding these policies and procedures you should contact the Civil Rights and Institutional Equity Office at (989) 774-3253.
3. **Concerns regarding accommodations for disabilities**

Students who have a disability that requires accommodations to participate in class activities or meet course requirements should register with the Office of Student Disability Services in Park Library 120, telephone (989) 774-3018. The staff of that office will help determine what accommodations need to be made to assist the student. The Office of Student Disability Services will then inform the faculty members of the accommodations needed and assist them in obtaining the needed resources.

4. **Concerns related to clinical internship**

Students who have concerns relating to their clinical internship experience should contact the Clinical Instructor (CI) or the Clinic Coordinator of Clinical Education (CCCE) at their clinical site, their Regional Coordinator of Clinical Education, or the Director of Clinical Education. Policies and procedures for such complaints are outlined in the *Policies and Procedures Manual for Clinical Education* for the Physical Therapy Program.

5. **Concerns regarding the policies and procedures of the Academic Program, The College, or the University**

   A. **University:** If a student has a complaint related to University policies and procedure they should first contact the director of the office in which they have the complaint to register their concern. They should follow the procedures of that office. If their concern is not resolved through this action then the student should contact the Student Ombuds Officer to seek resolution of the concern. The Student Ombuds Office is located in Warriner 114, phone (989) 774-3010.

   B. **College:** If a student has a complaint related to The Herbert H. and Grace A. Dow College of Health Professions then the student should contact the Office of The Dean of the College. They should follow the procedures of that office for the resolution of the complaint. If their concern is not resolved through this action then the student should contact the Student Ombuds Office in Warriner 114, phone (989) 774-3010.

   C. **Program:** If a student has a complaint related to the policies and procedures of the Program in Physical Therapy they should first contact the Director of the Physical Therapy Program. The concern should be presented to the director in writing. The Director of the Physical Therapy Program will propose a resolution to the problem. If that proposal does not provide a satisfactory resolution to the problem then the student should contact the Office of the Dean of The Herbert H. and Grace A. Dow College of Health Professions, Health Professions Building 2217, phone (989) 774-1850. If the Dean’s
6. Complaints related to other aspects of the Academic Program

A. Curriculum: Complaints regarding the curriculum should be presented in written form either to the Director of the Doctorate Program in Physical Therapy or placed in a suggestion/question box in the Physical Therapy Office. The complaint can be made anonymously. The Director will present the concern to the faculty at the next faculty meeting. A record of the complaint will be made and all curricular complaints will be compiled and considered at the faculty spring curricular retreat.

B. Faculty: Complaints regarding the actions of a faculty member should, whenever possible, be addressed by the student with the faculty member involved. If the student for any reason does not feel able to address the issue with the faculty involved, then the concern should be presented to the Director of the Doctorate Program in Physical Therapy. The Director of the Doctorate Program in Physical Therapy will investigate the concern and will propose a resolution to the complaint. If the complaint relates to any area for which there are current University policies then the director will follow those policies and due process. If the complaint concerns the Director of the Doctorate Program in Physical Therapy or if the Director is unable to satisfactorily resolve the concern, then the student should contact the Office of the Dean of The Herbert H. and Grace A. Dow College of Health Professions, Health Professions Building 2217, phone (989) 774-1850.

C. Students: If a student has a complaint or concern regarding the actions of another student the concern should be presented to the Director of the Doctorate Program in Physical Therapy. The Director of the Doctorate Program in Physical Therapy will investigate the complaint and propose a resolution to the concern. If any party is dissatisfied with the proposed resolution then the concern will be brought to the faculty of the Doctorate Program in Physical Therapy for consideration and resolution. The student may contact the Student Ombuds Officer if the concern is still not resolved.

D. Accreditation violations: If any individual has a complaint concerning a possible violation of accreditation standards for the physical therapy program, they should submit a signed complaint in writing to the Director of Accreditation at the Commission on Accreditation in Physical Therapy Education (CAPTE), 1111 North Fairfax Street, Arlington, Virginia 22314. Instructions for filing a complaint on line can be found at the APTA Accreditation web site http://www.capteonline.org/Complaints/.

E. Other: Complaints relating to any other aspect of the Doctorate Program in Physical Therapy should be presented in writing to the Director of the
Doctorate Program in Physical Therapy or placed in the complaint box located in the. The complaint can be made anonymously or with a signature. A response to all complaints will be made by the Program Director. The complaint and the response will be shared with the faculty and kept on file in the Physical Therapy Office for five years.