

UW-Milwaukee Doctor of Physical Therapy Program Policy for Complaints by External Stakeholders

An external stakeholder includes any individual, group, or organization that falls outside the realm of due process including prospective students, former students, clinical education sites, employers of graduates or the public.

A complaint is a formal expression of dissatisfaction with the program or allegation against the program. To be considered as a formal complaint, all the following conditions must be met:

1. The event(s) must have occurred in the last year
2. The complaint must:
 - a. Be identified as a complaint
 - b. Clearly describe the specific nature of the complaint
 - c. Provide supporting data for the charge
 - d. Specify the changes sought by the complainant
 - e. Be signed by the person making the complaint
 - f. Be submitted in writing, either via email or by mail to:

PT-program@uwm.edu OR

UWM DPT Program Director
University of Wisconsin – Milwaukee
P.O. Box 413
Milwaukee, WI 53201-0413

Upon receipt of the complaint(s), the Program Director will discuss the complaint(s) directly with the party involved within 10 business days. If this resolves the matter, the Director will acknowledge resolution of the complaint via a letter sent to the complainant.

If the issue is not resolved after discussion with the Program Director, or if the complaint is against the Program Director, the Head of School for Rehabilitation Sciences & Technology (RST-administration@uwm.edu) will review the complaint directly with the parties involved within 15 business days. If this resolves the matter, the Head of School will acknowledge resolution of the complaint via a letter sent to the complainant and Program Director.

If the issue is not resolved to the satisfaction of the complainant after review by the Head of School, the written complaint may be filed with the Dean of the College of Health Professions & Sciences (uwmchps@uwm.edu). The Dean will discuss the complaint directly with the parties involved within 15 business days and acknowledge resolution of the complaint via a letter sent to the complainant, Head of School, and Program Director.

If the issue is not resolved to the satisfaction of the complainant after review by the Dean, the written complaint may be filed with the Provost & Vice Chancellor of Academic Affairs:

Provost and Vice Chancellor of Academic Affairs
University of Wisconsin - Milwaukee
P.O. Box 413
Milwaukee, WI 53201-0413

The Provost will discuss the complaint directly with the parties involved within 15 business days and acknowledge resolution of the complaint via a letter sent to the complainant, Dean, Head of School, and Program Director. The Provost is the final arbiter.

Records of complaints about the DPT program, including the nature of the complaint and the final letter of disposition of the complaint, are maintained by the DPT Program Director.

University policies prohibit harassment or retaliation against complainants. These policies are in compliance with all relevant Wisconsin and federal laws, rules, and regulations.

The Doctor of Physical Therapy Program at the University of Wisconsin-Milwaukee is accredited by the Commission on Accreditation in Physical Therapy Education (CAPTE). Complainants may also file a report with CAPTE: 3030 Potomac Ave., Suite 100, Alexandria, Virginia 22305-3085; telephone: [703-706-3245](tel:703-706-3245); email: accreditation@apta.org; website: <http://www.capteonline.org>.