

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

An internal stakeholder includes students, faculty, staff, or other employee who may file a complaint about any aspect of the Doctor of Physical Therapy (DPT) program.

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

Complaints about the program are acknowledged within ten business days by the Program Director. The Program Director will note complaints, examine the nature of each complaint, and work with appropriate personnel to resolve the complaint. The Program Director will keep a record of all complaints, including the nature and disposition of each complaint.

The UWM mechanism for handling complaints about the program begins by addressing the complaint at the program level. If the complaint cannot be adequately addressed at the program level, it is transferred to the Head of School of Rehabilitation Sciences & Technology. Consultation with the University Office of Legal Services may be necessary.

Following appropriate levels of review within the School of Rehabilitation Sciences & Technology, if the complaint is unresolved, it may be directed to the Dean of the College of Health Professions & Sciences, the Chancellor of the University and finally to the Board of Regents, in accordance with Universities of Wisconsin Rules. Universities of Wisconsin Rules 6 and 13 specify the handling of complaints and grievances against faculty and academic staff members.

Universities of Wisconsin-level Complaint Procedures:

- [Complaint procedure](#)
- [Complaints and grievances](#)

Universities of Wisconsin Regent Policies Section 14 policy referring to discrimination against students or employees:

- [Regent policies](#)

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>.