Would You Like to File a Complaint or Comment Regarding the Physical Therapy Program and/or it Faculty or Students?

There are several methods by which you can submit a complaint or comment regarding the Physical Therapy Program at the University of South Carolina its faculty, staff or student

For Complaints or Comments Regarding the Program's Accreditation.

The Physical Therapy Program at the University of South Carolina is an accredited program by Commission on Accreditation in Physical Therapy Education (CAPTE) a nationally recognized accrediting agency. As part of the accreditation process, the Physical Therapy Program is encouraged to provide a method by which the general public and academic community can file a formal written complaint regarding any aspect of the program or the conduct of one of its faculty/students.

You can provide the accrediting agency with written testimony regarding the program or file a formal complaint following the procedures detailed at the Commission on Accreditation in Physical Therapy Education's web site or by directly contacting: **American Physical Therapy Association, Attention: Accreditation Department, 1111 North Fairfax Street, Alexandria, VA 22314-1488; Fax: 703/706-3387; or e-mailed to accreditation@apta.org**.

CAPTE Web Site:
http://www.apta.org/AM/Template.cfm?Section=General_Information&TEMPLATE=/CM/ContentDisplay.cfm&CONTENTID=32324

For Informal Complaints of Comments That You Wish to Bring to our Attention.

Informal comments or complaints regarding the program can be made through the office of the Chairman of the Department of Exercise Science. Individuals wishing to make a complaint or comment about the program, its faculty or students may do so following these procedures:

- Detail your complaint in a brief narrative. Identify all the important details and identify those individuals involved.
- Provide dates when applicable.
- Provide details regarding your role in the complaint/comment.
- Give suggestions as to how you believe the complaint/comment should be resolved.
- Provide steps that you have taken to resolve the issue.
- Give contact information so that we may get back to you. When possible your identity will be kept confidential

Complaints and Comments can be mailed to the Chairman, Department of Exercise Science, Arnold School of Public Health, University of South Carolina, Columbia, SC 29208. Fax: 803/777-8422; or e-mailed to ldurstine@gwm.sc.edu. Once you have submitted your complaint or comment you can expect to be contacted to obtain additional information. You will be notified regarding the action taken in response to your concern.

For Formal Complaints Regarding the Physical Therapy Program.

There are established procedures for filing formal complaints about the program, its faculty and students. If the nature of a concern is major and you desire to file a formal complaint with the Univeresity, you are urged to contact the **Office of the Dean, Arnold School of Public Health, University of South Carolina 29208** to discuss the nature of your complaint and to determine what procedures should be taken to initiate the formal complaint process.