

# Filing a Complaint or Comment

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There are several ways you can submit a complaint or comment regarding the Physical Therapy Program at the University of South Alabama or the faculty, staff or students.

## For Complaints or Comments Regarding the Accreditation of the PT program:

The Physical Therapy Program at the University of South Alabama is accredited by the 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, 3030 Potomac Ave., Suite 100, Alexandria, Virginia 22305-3085; telephone: 703-706-3245; email: [accreditation@apta.org](mailto:accreditation@apta.org); website: <https://www.capteonline.org>.**

## For Informal Complaints or Comments You Wish to Bring to our Attention:

Informal comments, suggestions or complaints regarding the program can be made through the office of the Chair of the Department of Physical Therapy. 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 written 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 should be mailed to the Chair, Department of Physical Therapy, University of South Alabama, HAHN 2011, Mobile, AL 36688. Fax: 251/473-3822; or e-mailed to [ptdept@southalabama.edu](mailto:ptdept@southalabama.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 University, you should contact the **Office of the Dean, Pat Capps Covey College of Allied Health Profession, University of South Alabama, Mobile, AL 36688** to discuss the nature of your complaint and to determine what procedures should be taken to initiate the formal complaint process.