

Division Policies & Procedures

Subject: Complaints outside of Due Process

Effective date: July 1, 2019

Responsibility: Dean, Program Directors

Review date: August 15, 2025

Purpose: To address complaints that fall outside of due process, such as those submitted by clinical personnel, patients, or other stakeholders.

Policy: The program director of each Health Professions program will be responsible for handling complaints that fall outside of due process. In the event that the program director is not available or if it is inappropriate for the program director to address the complaint (e.g. the complaint involves the program director), the complaint will be forwarded to the Dean of Health Professions or the Vice President of Instruction & Student Engagement.

- Complaints should be submitted in writing to the program director.
- The program director should respond to the complainant within 10 business days of receiving the complaint. When appropriate, the program director may consult with other offices and personnel to address the complaint.
- If the program director is unable to resolve the complaint, the person(s) may contact the Dean of Health Professions or Vice President of Instruction.
- Complaints will be handled in an expeditious manner.
- Complaints may be filed without fear of retribution or retaliation.
- Documentation regarding the complaint, any actions taken, and resolution will be maintained securely for five (5) years.