

An individual or organization that is unhappy with their experience or encounter with any student, PT alumni, faculty or staff member of the Department of Physical Therapy at Hardin-Simmons University is encouraged to file a written complaint against the department or program. The complaint must be in writing to be considered a bona fide complaint. The complaint will be kept on file in the Department Head's files under "Program Complaints" for a period of 5 years.

Complaints should be addressed to:

Department Head  
Department of Physical Therapy  
2200 Hickory, HSU Box 16065  
Hardin-Simmons University  
Abilene, TX 79698

The following outlines the process for handling a complaint against the Department:

1. When possible, the Department Head will discuss the complaint directly with the party involved within 14 business days. If at all possible, the matter is reconciled at this point. A letter from the Department Head acknowledging the resolution of the complaint will be filed with the complaint and a copy sent to the complainant.
2. If dissatisfied with the discussion with the Department Head, or if the complaint is against the Department Head, the involved party may submit a written complaint to the Dean of the Holland School of Mathematics and Sciences. The Department Head will also forward a written summary of previous discussions where appropriate. The Dean will meet with each party separately and may schedule a joint appointment with the two parties in order to attempt a solution. A letter outlining the resolution by the Dean should be filed with the complaint in the Department Head's office.
3. If the party feels that an additional complaint is necessary, the last line of complaint is to the Provost/Chief Academic Officer of the University. A letter outlining the resolution by the Chief Academic Officer should be filed with the complaint in the Department Head's office.

Individuals who wish to lodge a complaint against the Department of Physical Therapy at Hardin-Simmons University through CAPTE must contact CAPTE directly. The only mechanism through which CAPTE can act on your concerns is through the formal complaint process. Please be aware that your complaint **MUST** be related specifically to one or more of the Evaluative Criteria, to the Statement on Integrity in Program Closure, or to the Statement of Integrity in Accreditation. In other words you need to link your complaint to violation of the Criteria or the Statements. The Criteria can be found in the [Accreditation Handbook](#) ([www.apta.org](http://www.apta.org) -> education -> CAPTE). In order for CAPTE to consider your complaint to be bona fide, you **MUST** have exhausted all of your avenues for redress at the institution. You need to understand that CAPTE cannot function as an arbiter between you and the school. Should CAPTE find that your complaint has merit and that the program is out of compliance with the Evaluative Criteria or the Statements, CAPTE can only require the program to come into compliance with the Evaluative Criteria. If you wish to pursue filing a complaint against a program, please contact the Department of Accreditation at [accreditation@apta.org](mailto:accreditation@apta.org) and they will provide you with the appropriate forms and information.