



MOUNT ST. JOSEPH
UNIVERSITY

SCHOOL OF HEALTH SCIENCES

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(513) 244-4511 – FAX (513) 451-2547

COMPLAINTS FALLING OUTSIDE DUE PROCESS

This document is to inform others of the steps to initiate a complaint that falls outside of due process within the Department.

Any individual or organization that is not satisfied with their experience or encounter with any student, faculty, or staff member of the Department of Physical Therapy may file a written complaint.

Complaints that are written to the Department can be sent via email or mail:
Physical.Therapy@msj.edu

Chair, Department of Physical Therapy
Mount St. Joseph University
5701 Delhi Rd.
Cincinnati OH 45233

When possible, the Department Chairperson will discuss the complaint directly with the involved party within 14 days of receipt of complaint. A letter from the Department Chairperson detailing the resolution will be filed with the complaint, a copy will be given to the complainant, and a copy will be forwarded to the Dean of Health Sciences.

If the complainant is dissatisfied with the discussion or if the complaint is against the Department Chairperson, the involved party may submit a written complaint to the Dean of Health Sciences (at the same mailing address above or via Health.Sciences@msj.edu). The Dean will meet with each party separately or may schedule a joint appointment to attempt a solution.

A letter outlining the resolution will be filed with the complaint in the Department Chair's files and with the Dean. If the complainant communicates that the issue is still unresolved, they can formally appeal by contacting the Provost (at the same mailing address above or via Provost@msj.edu)

The complaint will be kept on file in a secured network drive folder (Complaints) by the Department Chairperson for five (5) years.