



DPT Program Complaint Policy

Purpose: This policy gives prospective students, clinical education sites, clinical instructors, employers of graduates, and members of the public a way to raise a complaint about the Doctor of Physical Therapy program at Sam Houston State University. Complaints by enrolled students, faculty, and staff follow the University and program procedures that apply to them. Complaints of discrimination, harassment, or sexual misconduct are referred to the SHSU Title IX Office or Human Resources.

How to file: Submit the complaint in writing, by email to dpt@shsu.edu or by letter to the Program Director, Department of Physical Therapy, 945 City Central Avenue, Conroe, TX 77304. Include your name and contact information, a description of the concern, the dates involved, and the outcome you are seeking. A complaint about the Program Director should be sent to the Dean of the College of Health Sciences.

Review: The Program Director acknowledges the complaint within 5 business days, gathers information from the people involved, and sends a written response with the resolution and its reasons within 20 business days. If more time is needed, the complainant is told in writing and given a new date.

Review by the Dean: A complainant who is not satisfied may ask the Dean of the College of Health Sciences, in writing within 10 business days of the response, to review the decision. The Dean's decision is final at the college level.

No retaliation: No person will be subject to retaliation for filing a complaint in good faith or for taking part in the review of a complaint. Retaliation is itself grounds for a complaint under this policy and may lead to action under University policy.

Complaints to CAPTE: A person who believes the program is not meeting CAPTE standards may file a complaint with the Commission on Accreditation in Physical Therapy Education, 3030 Potomac Ave., Suite 100, Alexandria, Virginia 22305-3085; accreditation@apta.org ; www.capteonline.org . CAPTE generally expects complainants to use program and University procedures first.

Records: The Program Director records each complaint in the DPT Complaint Log (date received, source, nature of the complaint, office handling it, action taken, disposition, date closed). Complaint records are kept for three years after final disposition, and longer if a complaint becomes the subject of litigation. This exceeds the two-year minimum in the SHSU Records Retention Schedule. The core faculty review a de-identified summary of the log each year.

Approved by: Program Director; Dean, College of Health Sciences. Effective date: February 27, 2026.