



Policy for Complaints that Fall outside Due Process

The Division of Occupational Therapy strives to demonstrate professionalism in all its activities. In some cases, a situation may generate complaint for which no formal grievance process exists. In this case, the complaint should be described in writing and addressed as follows:

Director
Division of Occupational Therapy
Room 406 Atwell Hall
453 W 10th Avenue
Columbus, OH 43210

Please include contact information so the program director can reach you in order to resolve the complaint.

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

1. When possible, the Division Director will discuss the complaint directly with the party involved within 14 business days. The expectation is that the complaint can be satisfactorily resolved by this discussion. The Division Director will provide a description of the resolution in writing to the person complaining.
2. If dissatisfied with the outcome of the discussion with the Division Director, or if the complaint is against the Division Director, the complainant may submit a written complaint to the Director of the School of Health and Rehabilitation Sciences. The Division Director will provide the Director of the school with a written summary of previous discussions where appropriate. The Director will discuss the matter with each party separately and may schedule a joint appointment with the two parties in order to attempt to reach a solution. The Director will provide the person with the complaint and the division director with a written letter outlining the solution reached through this step.
3. If the complainant remains dissatisfied after step 2, the next line of complaint is to the Dean of the College of Medicine, or his/her representative.
4. If the complainant remains dissatisfied after step 3, the last line of complaint is to the Provost of the University, who serves as the chief academic officer of Ohio State.
5. Any letters or other written materials associated with the complaint from the complainant, the Division Director, Director, or Provost will be kept in a folder marked "Complaints against the Division of OT" and kept in the program director's files for a period of 5 years.

Approved by HRS OT Faculty 4.9.2016