

Policy # Program 7: Complaints that fall outside the realm of due process

	Effective: 08/01/2022
Revised:	Reviewed:

Definition: This policy describes the procedure that the general public will follow when filing a complaint in relation to the Doctor of Physical Therapy (DPT) Program at The University of Texas at El Paso (UTEP).

Purpose: To streamline any complaints in relation to the DPT Program at UTEP from the general public.

Standard: All complaints from the general public will be managed by UTEP's Office of Institutional Compliance (<https://www.utep.edu/compliance/helpline/helpline-information.html>).

Procedure:

1. If someone from the general public has any complaint in relation to the DPT program at UTEP, the person can file the complaint by
 - a. Calling UTEP's Compliance Helpline at 1-888-228-7713,
 - b. Emailing complianceoffice@utep.edu, or
 - c. Reporting online at www.lighthouse-services.com/utep
2. UTEP's Office of Institutional Compliance will follow up with the complainant within reasonable time.