



VERA Z. DWYER
COLLEGE OF HEALTH SCIENCES
School of Rehabilitation Sciences

Formal Complaint Process Policy # SLP-CL-07-A

About This Policy:

Faculty Approval: 06/29/2020

Effective Date: 06/29/2020

Scope

This policy is for all students, faculty, staff, and community members who interact with the MS-SLP program within the Vera Z. Dwyer College of Health Sciences.

Policy Statement

Students, faculty and staff, and community members have the right to voice concerns about clinical issues and/or submit a complaint.

Procedure

Any student who has specific concerns about clinical issues should first attempt to resolve the situation with the faculty member or site supervisor most directly involved with the situation. If the student feels the need for further support or clarification to resolve the clinical issue, the Clinical Director should become involved. If the complaint involves a course rather than clinic the student goes directly to the Program Director, after attempting to resolve the issue with the course instructor.

If a student wishes to file a formal complaint about an aspect of clinical education in the MS-SLP program, the complaint must be made in writing and submitted to the Clinical Director. The document must be signed and dated by the individual issuing the complaint.

If a community member, or a member of the faculty or staff, wishes to file a formal complaint with the clinical education in the MS-SLP program, these complaints must also be made in writing and submitted to the Clinical

Director. The document must be signed and dated by the individual issuing the complaint.

If an individual decides that a complaint requires elevation to the accrediting body, information can be found on the Council on Academic Accreditation for Speech Language Pathology and Audiology's website. A complaint about any accredited program or program in candidacy status may be submitted by any student, instructional staff member, speech-language pathologist, audiologist, and/or member of the public. All complaints must be signed and submitted in writing to the Chair, Council on Academic Accreditation in Audiology and Speech-Language Pathology, American Speech-Language-Hearing Association. The complaint form must be signed and submitted with any relevant appendices via U.S. mail, overnight courier, or hand delivery—not via e-mail or as a facsimile—to:

Chair, Council on Academic Accreditation in Audiology and Speech-
Language Pathology
American Speech-Language-Hearing Association
2200 Research Boulevard, #310
Rockville, MD 20850

For more information:

<http://caa.asha.org/programs/complaints/>