Name of Policy:	Physical Therapy Resident Grievance	
Policy Number:	3364-137-RES-01	THE UNIVERSITY OF TOLEDO MEDICAL CENTER
Department:	Rehabilitation Services	
Approving Officer:	Chief Operating Officer	
Responsible Agent:	Director of Rehab Services	Effective Date: 3/1/2021
Scope:	Rehabilitation Services	Initial Effective Date: 3/2018
		al revision of existing policy of existing policy

(A) Policy Statement

The Rehabilitation Services Department will ensure that there is a process in place for resident to express concern or grievance with program or faculty within program.

(B) Purpose of Policy

To assure proper procedure for resident filing grievance and how grievance will be handled within the program.

(C) Procedure

i. Participants and faculty are required to follow all UTMC policies and procedures at all times. They are also required to follow the APTA Core Values of Professionalism, Code of Ethics and Standards of Practice at all times.

2. Grievance

- a. If a resident has a grievance or chooses to appeal any aspect of the residency that is required for completion, he/she must put his appeal in writing.
- b. The issues will first be discussed with the resident's direct supervisor in a specific content area.
- c. If the grievance cannot be resolved at this level, the RPD would be consulted to address the issue.
- d. If unable to be resolved at this level, an executive committee (other contributors to the residency program) would be consulted to address the issue.
- e. Any grievance will be handled on an urgent basis and meetings with necessary faculty will be made promptly.
- f. Residents are also informed that they can file grievances with the APTA if they choose.
- g. If the grievance is with the RPD, then designated residency faculty member and director of therapy services will be consulted to handle the grievance. If executive committee required, director of therapy services will drive this process with the RPD not involved. * If RPD and director of therapy services are the same individual, the University of Toledo DPT Program Chair will be consulted.

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ABPTRFE Process: Any or all residents have the right to file a grievance with the ABPTRFE if they feel the residency program has not met the expectations outlined in the handbooks/syllabus or other resident materials.

Approved by:		Review/Revision Date:
/s/ Marci Cancic-Frey PT, MBA Director of Rehab Services	03/16/2021 Date	1/28/2021
/s/ Christine Stesney-Ridenour, MBA Chief Operating Officer	03/16/2021 Date	-
		Next Review Date: 3/2024
Policies Superseded by This Policy:		

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.