

Lodging a Formal Complaint against the Program

Any person may file a signed complaint about the Occupational Therapy Program with the Program Director, the Department of Health Professions or the University. The complaint must be in writing and identify the complainant. The written complaint must clearly describe the specific nature of the complaint, provide supporting data, and specify the requested response to the complaint.

Complaints against the University of Wisconsin-La Crosse Occupational Therapy Program may be submitted directly to the Accreditation Council for Occupational Therapy Education (ACOTE). To receive formal consideration, all complaints must be submitted in writing to the ACOTE Chairperson, c/o the AOTA Accreditation Department, at the following address: ACOTE Chairperson c/o the AOTA Accreditation Department 4720 Montgomery Lane, Suite 200 Bethesda, MD 20814-1220. Letters of complaint against educational programs must: a. describe the nature of the complaint and the related accreditation Standards or accreditation policies or procedures that the complainant believes are not being met by the program; b. document that the complainant has made reasonable efforts to resolve the complaint, or alternatively that such efforts would be unavailing; and c. be signed by the complainant. (The confidentiality of the complaining party is protected by AOTA Accreditation staff unless release of identity has been authorized, or disclosure is required by legal action.)

The full policy is on the AOTA Web site at the following link:

<http://www.aota.org/Educate/Accredit/Policies/Procedures/38176.aspx>