

Program Concerns

Concerns regarding the program are put in writing to the Program Director (dusi@pennwest.edu) or a representative of PennWest. The goal of this process is to investigate the complaint, to resolve the issue where appropriate and to bring closure through communication of complaint resolution. There is to be no retaliation against the person filing the complaint following complaint submission.

Procedure: The program director is notified of the complaint. Once the program director is notified of the complaint, he or she does one of the following: If the complaint is focal and may be resolved with one individual, the program director contacts the individual, investigates the complaint, proposes a resolution, and informs all parties of the resolution. Complaints which cannot be resolved by a simple process, such as complaints about the program as a whole or that involve more than one individual OR complaints about the program director are referred to the Dean. The Dean then discusses the matter, makes a recommendation for resolution, and communicates that to the parties involved. The program director or his/her designee communicates the findings and a written record tracking form is maintained in the office of the program director for a period of seven years.