

Complaint Process and Policy Evidence In Motion (EIM)

Purpose

Evidence In Motion (EIM) is committed to maintaining a high standard of educational quality and fostering a respectful, professional learning environment. This Complaint Process and Policy provides a structured procedure for learners enrolled in EIM coursework or programs to voice concerns and seek resolution in a fair and timely manner. This policy aligns with the standards set forth by the American Board of Physical Therapy Residency & Fellowship Education (ABPTRFE).

Scope

This policy applies to all learners enrolled in EIM's coursework and programs. Complaints may include, but are not limited to, concerns regarding program administration, faculty conduct, clinical education, curriculum delivery, and adherence to accreditation standards.

Complaint Process

Step 1: Informal Resolution

Learners are encouraged to resolve complaints informally by discussing concerns directly with the involved faculty, mentor, or program director. If the issue remains unresolved or the learner is uncomfortable addressing it informally, they may proceed to the formal complaint process.

Step 2: Formal Complaint Submission-Program Learners

If a resolution is not achieved informally, learners may submit a formal complaint in writing to Evidence In Motion. The complaint should include:

- ☐ Learner's full name and contact information
- ☐ A detailed description of the complaint, including relevant dates and individuals involved
- ☐ Any steps taken to resolve the issue informally
- ☐ Desired resolution or outcome

Formal complaints should be submitted via email to info@eimpt.com or in writing to the EIM administrative office. Once received, complaints will be forwarded to the appropriate Program Director (certifications & residency) or Director (continuing education coursework).

Step 3: Investigation and Response

1. Upon receipt of the complaint, the Program Director will acknowledge receipt within five (5) business days.
2. The complaint will be reviewed, and an investigation will be conducted, which may include discussions with the learner, faculty, or other involved parties.
3. A written response, including any proposed resolutions, will be provided to the learner within fifteen (15) business days.
4. If additional time is needed for investigation, the learner will be notified of the expected timeline for resolution.

Step 4: Appeal Process

If the learner is dissatisfied with the resolution, they may submit a written appeal to the Vice President of Post-Professional Academics within ten (10) business days of receiving the response. The appeal should state why the initial resolution was unsatisfactory and propose an alternative resolution.

The Vice President of Post-Professional Academics will review the appeal and provide a final decision within fifteen (15) business days. The decision of the Vice President of Post-Professional Academics is final.

ABPTRFE Complaint Policy Compliance (Residents Only)

As an accredited residency program, EIM adheres to ABPTRFE's complaint policy, which allows learners to file complaints directly with ABPTRFE if they believe their concerns have not been adequately addressed through EIM's internal process. Learners may submit complaints to ABPTRFE regarding noncompliance with accreditation standards.

To submit a complaint to ABPTRFE, learners should:

- ☐ Review ABPTRFE's complaint policy on their official website.
 - ☐ Submit a written complaint following ABPTRFE's guidelines, providing all necessary details and supporting documentation.
 - ☐ Await confirmation and follow the response procedures outlined by ABPTRFE.
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Confidentiality and Retaliation Protection

All complaints will be handled with confidentiality to the extent possible, and no learner will face retaliation for submitting a complaint in good faith. Any concerns



regarding retaliation should be reported immediately to the Program Director or Vice President of Post-Professional Academics.

Policy Review and Updates

This policy is subject to periodic review to ensure compliance with ABPTRFE accreditation standards and to enhance the effectiveness of the complaint resolution process. Any updates will be communicated to learners through official EIM channels.

For further inquiries regarding this policy, learners may contact the EIM administrative office.