

Stanbridge College **Institutional Policy and Procedure**

Topic: Public Comment

Purpose of the Policy and Procedure:

In a continuing attempt to respond to the needs of the students and the community, the Master of Science in Occupational Therapy program at Stanbridge College welcomes comments from stakeholders and makes a commitment to respond to their comments within a reasonable time frame. This policy identifies the means by which public comments are welcomed as well as establishes a timeframe for administrative responses to these communications.

Policy and Procedure Statement:

The Occupational Therapy program at Stanbridge College engages in process of continuous and systematic evaluation and improvement. We welcome your comments, suggestions, ideas and constructive criticism as part of that process. The grievance and complaints policies of the college and program provide a voice for current and prospective students, employees and other affiliated persons. Individuals in the community, however, who do not have a formal affiliation with the college are also welcome to provide comments according to the following policy:

1. This process is only for comments or concerns that cannot be addressed by existing grievance/due process procedures that are described in the college's catalog or on the college's website (www.stanbridge.edu).
2. Comments must be provided in writing and signed by the author. Anonymous submissions or written comments provided on behalf of an anonymous source will not be acknowledged.
3. Comments should be submitted to:

Program Director
MSOT Program
Stanbridge College
2041 Business Center Drive, Suite 107
Irvine, CA 92612

4. The Program Director or designate will respond to all comments within ten (10) working days to further discuss and resolve the issue. If a satisfactory resolution is not or cannot be reached, an appeal may be made along the chain of command to the Vice President of Instruction (VPI) and then President. Appeals may be made to each higher level after ten (10) working days of submission of appeal to a lower level. The decision of the President will be final and not subject to further appeal. Unless the comment is directly related to the performance of the Program Director, neither the VPI nor the President will become involved until all attempts to resolve the issue with the Program Director have been exhausted.
5. Records of all correspondence will be confidentially maintained by the Program Director for five (5) years. These records are not open to the public.

Policy Authority:

Revisions of this policy and procedure may be made only with authority granted by the President of Stanbridge College. There are no exceptions to this standard.