



## Complaints Against the Master's of Occupational Therapy Program

Wesley College's Master's of Occupational Therapy (MOT) program follows the ethical guidelines of the institution and those set by the profession. If a complaint occurs concerning the MOT program, the following procedures apply:

1. Make every attempt to resolve the concern with the individuals involved
2. Seek out the program director/chair to discuss the concern
3. The concern will be documented through the confidential Lantern system
4. If a resolution is not met, submit a written complaint to the MOT director/chair.
5. The faculty and chair will work as a team to resolve the issue.
6. If appropriate, the chair will notify the Vice President of Academic Affairs
7. The complaint, meetings, and resolutions will be maintained through the Lantern System.