

## **Orthotic & Prosthetic Residency Program Internal Process for Raising Concerns**

### **Purpose:**

To provide residents with a clear and structured process for addressing and resolving concerns related to the residency program, staff, clinical experience, or other matters impacting their education or professional development. This policy ensures that concerns are addressed promptly, professionally, and in accordance with the guidelines set by the National Commission on Orthotic and Prosthetic Education (NCOPE).

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### **1. Initial Step: Direct Communication with Residency Director**

Residents are encouraged to first address any concerns directly with their **Residency Director**. Open, honest, and respectful communication is strongly encouraged in order to resolve concerns at the site level whenever possible.

- Residents should clearly communicate the nature of their concern, including specific examples or documentation where appropriate.
  - The Residency Director will make every effort to respond in a timely and constructive manner.
  - The concern and any follow-up actions should be documented by both parties.
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### **2. Escalation to President of Orthotic & Prosthetic Lab, Inc.**

If the concern is not resolved after discussion with the Residency Director or if the resident feels uncomfortable bringing the concern directly to them, the resident may escalate the issue to the **President of Orthotic & Prosthetic Lab, Inc.**

- Concerns can be submitted in writing (email or letter), and should include:
    - A description of the issue
    - A summary of previous attempts to resolve the matter
    - Any supporting documentation
  - The President will review the issue and respond with next steps or a proposed resolution within a reasonable timeframe.
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### **3. Escalation to NCOPE**

If the concern remains unresolved after escalation within the organization, or if the resident believes the issue violates NCOPE standards or compromises the educational integrity of the residency, the resident has the right to escalate the concern to **NCOPE Staff**.

- Residents may contact NCOPE through:
  - <https://ncope.org>
  - Phone: (703) 836-7114
  - Email: [info@ncope.org](mailto:info@ncope.org)
- NCOPE serves as a neutral and authoritative body to review and investigate programmatic concerns.

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### **Confidentiality and Non-Retaliation**

All concerns will be handled with discretion and professionalism. Residents who raise concerns in good faith will be protected from retaliation. The program and its leadership are committed to fostering a safe and supportive educational environment.

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### **Documentation**

Residents are encouraged to keep personal records of all correspondence and discussions related to the concern and its resolution process.

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### **Approved by:**

Orthotic & Prosthetic Lab, Inc.  
Residency Program Leadership

**Effective Date:** 08/06/2025

**Review Date:** 08/06/2026