



**Office of International and Continuing Education**  
**Continuing Education Complaint Policy/Procedure**

April 11<sup>th</sup>, 2016

Responsible Party: Director of International and Continuing Education

Participants wishing to submit a complaint due to dissatisfaction with continuing education (CE) program provided by Salus University should contact the office of International and Continuing Education (ICE) at the following address:

Salus University  
Office of International and Continuing Education  
8360 Old York Road  
Elkins Park, PA 19027  
Email: [CEregistration@salus.edu](mailto:CEregistration@salus.edu)

The participant must indicate the nature of the complaint; the CE program about which the complaint is based; the date and time of the issue giving rise to the complaint; and any other pertinent information about the complaint. The office of ICE will respond in writing to complaints within 15 business days of receipt of the complaint. The office of ICE will make determinations regarding appropriateness of refunds based on complaints in consultation with the Salus University CE advisory group.