



**Pennsylvania College of Optometry, Drexel University
– Division of Graduate and Specialized Programming**

Continuing Education Complaint Policy/Procedure

July 7, 2026

Responsible Party: Associate Dean of Graduate and Specialized Programming

Participants wishing to submit a complaint due to dissatisfaction with continuing education (CE) program provided by Drexel University, Elkins Park Campus should contact the Division of Graduate and Specialized Programming (GSP) at the following address:

Pennsylvania College of Optometry, Drexel University, Elkins Park Campus
Division of Graduate and Specialized Programming
8360 Old York Road
Elkins Park, PA 19027
Email: salus_gisp@drexel.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. GSP will respond in writing to complaints within 15 business days of receipt of the complaint. GSP will make determinations regarding appropriateness of refunds based on complaints in consultation with the Drexel University, Elkins Park Campus CE advisory group.