



## Distance Education Complaint Procedures

Students wishing to submit a complaint due to dissatisfaction with a distance education program provided by Salus University should contact the appropriate department listed below.

The student must indicate the nature of the complaint; the 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 appropriate program will respond in writing to complaints within 15 business days of receipt. The program will make determinations regarding appropriateness of refunds based on complaints in consultation with the Salus University administration.

Salus University, College of Audiology  
8360 Old York Road Elkins Park, PA 19027  
Email: [audiology@salus.edu](mailto:audiology@salus.edu)

Salus University, Biomedicine Programs  
8360 Old York Road Elkins Park, PA 19027  
Email: [akojima@salus.edu](mailto:akojima@salus.edu)

Salus University, Department of Blindness and Low Vision Studies  
8360 Old York Road Elkins Park, PA 19027  
Email: [cer@salus.edu](mailto:cer@salus.edu)

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

Salus University, Department of Occupational Therapy  
8360 Old York Road Elkins Park, PA 19027  
Email: [jmangini@salus.edu](mailto:jmangini@salus.edu)

If your complaint is not satisfactorily addressed by your department, you may raise it to the Pennsylvania Department of Education:

Gna L. Wetten, Higher Education Associate II  
Department of Education, Division of Higher and Career Education  
333 Market Street  
Harrisburg, PA 17126  
717.265.7723  
[giwetten@pa.gov](mailto:giwetten@pa.gov)  
[website](#)