



## **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 academic unit 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 academic unit will respond in writing to complaints within 15 business days of receipt. The academic unit will make determinations regarding appropriateness of refunds based on complaints in consultation with the Salus University administration.

### **Salus University, Audiology Programs (Doctor of Audiology Online Bridge; Master of Science in Clinical Audiology; & Advanced Studies Certificate Programs)**

8360 Old York Road, Elkins Park, PA 19027

Email: [audiology@salus.edu](mailto:audiology@salus.edu) or [jtodaro@salus.edu](mailto:jtodaro@salus.edu)

### **Salus University, Graduate Programs in Biomedicine**

8360 Old York Road, Elkins Park, PA 19027

Email: [akojima@salus.edu](mailto:akojima@salus.edu)

### **Salus University, Academic Affairs' Division of Global, Interprofessional, & Specialized Programming (GISP):**

- Continuing Education (CE)  
8360 Old York Road, Elkins Park, PA 19027  
Email: [CEregistration@salus.edu](mailto:CEregistration@salus.edu)
- Department of Blindness and Low Vision Studies  
8360 Old York Road, Elkins Park, PA 19027  
Email: [gisp@salus.edu](mailto:gisp@salus.edu) or [cher@salus.edu](mailto:cher@salus.edu)
- Master of Science in Clinical Optometry  
8360 Old York Road, Elkins Park, PA 19027  
Email: [gisp@salus.edu](mailto:gisp@salus.edu) or [mvitek@salus.edu](mailto:mvitek@salus.edu)

### **Salus University, Department of Occupational Therapy (Post-professional Doctorate in Occupational Therapy)**

8360 Old York Road, Elkins Park, PA 19027

Email: [jmangini@salus.edu](mailto:jmangini@salus.edu) or [lsponseller@salus.edu](mailto:lsponseller@salus.edu)

Note: If your complaint is not satisfactorily addressed by the academic unit, you may raise it to the Pennsylvania Department of Education (PDE):

Ms. Gina L. Wetten, Higher Education Associate II  
Division of Higher Education, Access, and Equity  
Pennsylvania Department of Education  
(Email): [giwetten@spa.gov](mailto:giwetten@spa.gov)  
(Phone): 717-265-7723

[PDE Website for Student Complaints](#)

[PDE Higher Education Complaint Form](#)