



Complaint Policy

Individuals who are not satisfied with a Concordia University Wisconsin Health Professions Continuing Education (CE) event or services can register complaints with our CE Administrator at slpce@cuw.edu. Grievances or complaints regarding workshops will be considered on a case-by-case basis. Less than satisfactory resolution of a grievance or complaint with the CE Administrator can be further addressed to Richard McGuire, Chair of the Department of Speech-Language Pathology at Richard.McGuire@CUW.edu or 262-243-2145. If the grievance or complaint remains unresolved, individuals may consult the ASHA Continuing Education Board at <http://www.asha.org/CE/Compliant-Adjudication-Process/>.

Refund Policy

If the Concordia University Wisconsin Health Professions Continuing Education Program cancels a CE event, they will provide a 100% refund. Refunds will be sent to the participant at the address provided in their registration application. If we postpone or reschedule a class or event, we will provide a 100% refund to anyone who registered for the original date and cannot attend on the new date. Refund requests in this case must be made in writing and postmarked or emailed within two weeks following the date of the event being postponed or rescheduled. Written requests must be mailed to: **CUW Speech-Language Pathology, 12800 North Lake Shore Drive, Mequon, Wisconsin 53097** or emailed to: SLPCE@cuw.edu.

All refund requests for a Concordia University Wisconsin Health Professions Continuing Education Program CE event made by a prospective participant who decides that she/he cannot attend the session for which they have registered will be subject to a \$10 handling fee. All refund requests must be made at least 24 hours prior to the scheduled CE event. No refunds will be issued for any reason for participant cancellations made within this 24 hour period or after the event has opened or started. Such request must be made in writing and must be mailed to: CUW Speech-Language Pathology, 12800 North Lake Shore Drive, Mequon, Wisconsin 53097 or emailed to: SLPCE@cuw.edu.