

# ASHA Complaint Guidance

*Updated April 2026*

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## **Purpose**

To provide a clear process for resolving complaints from learners, instructors, staff, or stakeholders involving ASHA CEUs.

## **Definition of Complaint regarding ASHA CEUS**

Complaints may include issues surrounding course quality, content, delivery, instructor behavior, administrative processes, or other services related to ASHA CEUs.

## **How to Submit a Complaint**

The participant will email [ceu\\_info@ocali.org](mailto:ceu_info@ocali.org) or call 614.410.0752 to begin the complaint process.

## **Acknowledgement, Investigation, and Resolution**

A response will be received within 24- 48 hours providing a link to a form to complete to initiate the complaint. Once filed, the ASHA CEA Supervisor/Alternate Contact, ASHA CE Administrator, and CE Content Consultant will review the complaint, consult with ASHA as needed, to develop a solution.

## **Communication**

A response/solution will be provided to the participant via email within 5-7 business days.

## **Review Process**

The complaint guidelines will be reviewed annually and updated (as needed). This guidance is posted on any of the OCALI websites that offer ASHA CEUs.