



## Out-of-State Student Complaint Procedure

Cairn University desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. In compliance with the Higher Education Opportunities Act of 2008 (HEOA), Cairn University provides the following process regarding student grievances.

Students residing outside of Pennsylvania while taking online courses at Cairn University who desire to resolve an academic grievance or complaint should first follow the grievance process as outlined [in the Student Handbook](#). All students are encouraged to act on problems that occur at the University in a constructive manner. Students are expected to exhaust these internal grievance procedures before seeking resolution externally.

The University anticipates that most issues will be resolved informally by using the internal procedures. If, after following the university's procedures, the issues cannot be resolved internally and the student seeks further resolution, the student can refer to the contacts below for the appropriate accrediting body or state agency.

### **Accrediting Agency**

Cairn University is regionally accredited by the [Middle States Commission on Higher Education](#). Information regarding their complaint process can be found by selecting this link and navigating to [section VII](#).

### **State Agencies** (for out-of-state students)

Complaint Resolution Contacts -- by State (Compiled by the [State Higher Education Executive Officers \[SHEEO\]](#)).