

Dispute Resolution Policy

OIEG Oxford International Education Group		03981
Name of Institution		Institution Number
	7th February 2022	4th November, 2024
Dispute Resolution Policy		
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting Oxford International Vancouver and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process by which the student complaint will be handled is as follows:
Student complaints must be made in writing, addressed to the Academic Director (Nathalia Carmo, ncarmo@oxfordinternational.com), and in her absence, Vice President, Language Programs & Client Services, Canada, Alex Dolata (adolata@oxfordinternational.com).
 - When a student complaint is received in writing, the Academic Director will respond in writing within 1 working day, acknowledging receipt of the complaint, stating that the complaint will be dealt with within 30 days of reception, and advising them that they may be represented by an agent or a lawyer.
 - A thorough internal investigation will be conducted by the Academic Director, to gain a greater understanding of the issue, and better assess the validity of the complaint. This will include a follow-up meeting with the student submitting the complaint, as well as, depending on the nature of the complaint, interviews with any other parties involved (where appropriate), and lesson observations.

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- Upon the conclusion of the internal investigation, a written resolution will be issued the complainant by the Academic Director, and in her absence, Vice President, Language Programs & Client Services, Canada.
- In the event the initial resolution is challenged, the case will be referred to Oxford International North America Managing Director, Sharon Curl, for a secondary review.
- A final written determination, which will include reasoning for it, will be provided no more than 30 days from receipt of the complaint.
- If the dispute cannot be resolved internally, the students will be advised that they may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca).
- Oxford International is bound by and adheres to the Languages Canada Dispute Resolution Policy, which can be found on the Languages Canada website: [Dispute Resolution Policy](#)
- Complaints will be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program
- **The process must include a maximum of 2 steps and provide the name, title and email of the individual responsible for making the initial determination and, if applicable, the name, title and email of the individual responsible for the reconsideration. It should also include the name, title and email of the individual(s) making a determination if that person is absent or named in the complaint.**

The institution must provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.

- The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB)

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4. The student making the complaint may be represented by an agent or a lawyer.

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