

North America Dispute Resolution Policy

OIEG Oxford International Education Group

Name of Institution

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 Education Group – North America and any aspect of its operations. 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.
2. All Oxford International Education Group – North America students have regular meetings with their core teachers where they can address any concerns.

If students require further support, they are encouraged to speak with our administration team, including our Director of Studies, or School Director.

If no satisfactory solution is found, students who wish to dispute a decision made by a teacher or staff member, or register a complaint, may do so in writing, addressed to the Director of Studies and in their absence, the School Director.

3. The process by which the student complaint will be handled is as follows:
 - When a student complaint is received in writing, the Director of Studies 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 Director of Studies, 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. Upon the conclusion of the internal investigation, a written resolution will be issued the complainant by the Director of Studies and in their absence, the School Director.
 - In the event the initial resolution is challenged, the case will be referred to a different Managing Director for a secondary review. A final written determination, which will

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Toronto 220 – 111 Peter St, Toronto ON M5V 2H1 | + 1 (416) 542-1626

Halifax – 1801 Hollis Street, Halifax, NS B3J 3N4| + 1 (902) 491-1526

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canada@oxfordinternational.com

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 from Vancouver will be advised that they may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca), Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.
- Students from Toronto and Halifax will be referred to Languages Canada. 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](#)
- **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.**

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Student complaints must be directed to the local managing team of each Oxford International North America campus:

	School phone number	1st contact	2nd contact
Halifax	+1 (902) 491 - 1526	Director of Studies: Gareth Jenkins gjenkins@oxfordinternational.com	School Director: Katie Christie kchristie@oxfordinternational.com
Toronto	+1 (416) 542 - 1626	Director of Studies: Byron Chan bchan@oxfordinternational.com	School Director: Kelly Rooney krooney@oxfordinternational.com
Vancouver	+1 (604) 688 -7942	Academic Director: Nathalia Carmo ncarmo@oxfordinternational.com	VP of Language Programs: Alex Dolata adolata@oxfordinternational.com
New York	+1 (212) 967 - 9927	Director of Studies: Jamie Grafton jgrafton@oxfordinternational.com	School Director: Phillip Wright pwright@oxfordinternational.com

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