

## Dispute Resolution Policy - Vancouver

Please note the following:

1. This policy governs complaints from students regarding Oxford International Vancouver and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing, either by email or paper.
3. The student must provide the written complaint to the Director of Studies (for academic matters) or the School Director (for all other matters) who are responsible for making determinations in respect of complaints. If both the Director of Studies and School Director are absent or named in a complaint, the student must provide the complaint to the Managing Director.
4. The process by which the student complaint will be handled is as follows:
  - All Oxford International Vancouver 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, our School Director, or our multilingual marketing and registrations team.
  - If no satisfactory solution is found, students who wish to dispute a decision made by a teacher or staff member, or register a complaint, they may do so in writing.
  - The administration team will use all resources available to evaluate the student complaint in accordance with Oxford International Vancouver's policies & procedures and with PTIB regulations. The administration team will then suggest a resolution in writing.
  - Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
  - If the dispute cannot be resolved internally, the students will be referred to Languages Canada. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, they may file a complaint with the [Private Training Institutions Branch](#)
5. The student making the complaint may be represented by an agent or a lawyer.
6. Oxford International is bound by and adheres to the Languages Canada Dispute Resolution Policy. A copy of this policy is available to students.

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