

Oxford International North America (Vancouver) Student Services:

Please see the Client Services Coordinator for:

- General information
- Health Insurance
- Accommodation and Transfer Services
- Information on services within the community

Please see the **Director of Studies** for:

- Academic support
- Complaints or disputes (i.e. grade appeals or teacher issues)
- Test results
- Information on Activities (also covered by the Senior Teachers)
- Vacation requests or Class Changes

Please see the **Director of Operations** for:

- Information on Pathway programs and other post-secondary options
- Escalated complaints or disputes
- Emergencies or additional supports



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