

## Dispute Resolution Policy – Toronto

Please note the following:

1. This policy governs complaints from students regarding Oxford International/Eurocentres Toronto and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. Students who have questions, concerns or complaints must complete a Student Request Form. The Student Request Form must be signed and dated and details provided. Students have the right to present their concerns orally. Details will be transcribed and read back to the student and signed for veracity. Students may also have another person make the submission on his or her behalf.
3. The student must provide the written complaint to a staff member of Oxford International/Eurocentres Toronto. The Director of Studies (for academic matters) or the Centre Manager (for all other matters) are responsible for making determinations with respect to complaints, or for delegating the response to the appropriate party. If both the Director of Studies and Centre Manager are absent or named in a complaint, the student may provide the complaint to the Managing Director.
4. The process by which the student complaint will be handled is as follows:
  - All Oxford International/Eurocentres Toronto 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 Centre Manager, 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 subject to the rights as provided in Section 3 of this policy.
  - The administration team will use all resources available to evaluate the student complaint in accordance with Oxford International/Eurocentres Toronto's policies & procedures and with AESD's regulations. The administration team will then suggest a resolution in writing.
  - Written reasons for the determination will be provided to the student within 14 days of the date on which the complaint was made.
  - If the dispute cannot be resolved internally, the students will be referred to Languages Canada.
5. The student making the complaint may be represented by an agent or a lawyer.
6. Oxford International/Eurocentres Toronto 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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