
OIEG Oxford International Education Group	03981
Name of Institution	Institution Number
Dispute Resolution Policy	29 April, 2022
Name of Policy	Revision Date
7th February 2022	
Effective Date	

1. This policy governs complaints from students respecting **OIEG Oxford International Education Group** 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 either the School Director (Michelle Ronback, mronback@oxfordinternational.com) or in his absence, the Director of Studies (Pat Gorman, pgorman@oxfordinternational.com).
 - When a student complaint is received in writing, the School Director (or in their absence, 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 School 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. In the absence of the School Director, the above process will be managed by the Director of Studies.
 - Upon the conclusion of the internal investigation, a written resolution will be issued the complainant by the School Director, or in their absence, the Director of Studies,
 - 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: https://www.languagescanada.ca/web/default/files/LC_Dispute_Resolution_Policy_2015_logo.pdf
- 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) (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.]

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