

# Complaints Policy

## Introduction:

Wine and Spirit Inc is committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress to all parties. Wine and Spirit Inc is committed to a visible, accessible and fair complaints process.

Wine and Spirit Inc views student complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into student levels of satisfaction.

## Scope:

This policy applies to student complaints made in the context of Wine and Spirit Inc' provision of WSET® Courses and Examinations as a WSET® Approved Program Provider.

## Definitions:

### What is a complaint?

A complaint is a formal statement expressing dissatisfaction made to a manager that requires action or response.

The complaint may be in relation to any aspect of the course delivery, conduct of teaching staff or management, or matters pertaining to the examination process or content.

Where the complaint is in regard to a possible incorrect examination result, Wine and Spirit Inc will provide students with appropriate information regarding the WSET® Enquiry and Appeals Process.

## Policy:

Wine and Spirit Inc procedures for handling student complaints are based on confidentiality, impartiality, procedural fairness and prompt resolution.

Where complaints are of a minor nature, they may be resolved in an informal way. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

The formal complaints procedure is intended to ensure that all complaints are handled fairly and consistently. All formal complaints must be submitted in writing, via email or written correspondence. All formal complaints will receive a written response of the outcome of the complaint, following appropriate investigation of the circumstances.

## Responsibilities

Wine and Spirit Inc' responsibilities will be to:

- acknowledge any formal complaint received in writing within 7 working days
- respond within a stated period of time of 15 working days with either a conclusion or a further update depending on the severity of the complaint
- deal reasonably and sensitively with the complainant

- cooperate fully in any investigation process
- take action where appropriate, including any corrective action necessary to prevent recurrence;
- if the complaint relates to examination content or results, provide the student with the relevant WSET® guidance notes and forms to allow the student to utilise the WSET® Enquiries and Appeals process

A complainant's responsibility is to:

- bring their complaint, in writing, to Wine and Spirit Inc' attention within 7 working days of the issue arising, or within 7 days of completion of the course or examination;
- explain the problem as clearly and as fully as possible with your expected outcome;
- allow Wine and Spirit Inc a reasonable time to deal with the matter
- recognise that some circumstances may be beyond Wine and Spirit Inc control

## **Outcomes**

Students will receive written advice of the outcome of their complaint. Some of the possible outcomes of a student complaint include:

- Through the resolution process the student gains a better understanding of the situation so that his/her concerns are addressed.
- A mutually acceptable resolution is reached through conciliation or mediation.
- The student receives an apology, and/or the issue or behaviour that was the basis of their complaint is modified.

In some cases, the complaint cannot be substantiated and no further action will result.

## **Confidentiality & Documentation**

All documentation relating to complaints will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint. Any material about the outcome of the complaint will be placed on the appropriate student file.

A register of complaints made (anonymous of names), along with their outcomes, will be maintained for the purpose of continuous improvement of policies and practices.