

Complaints policy

Introduction

AccademiaVino is committed to providing the best learning environment and to guaranteeing student satisfaction at all stages of the courses and examinations delivered in the context of its activity as WSET (Wine & Spirit Education Trust) Approved Programme Provider.

Definition and Limitations

A complaint is an expression of dissatisfaction with the behaviour of AccademiaVino personnel at any stage of the dealings of a student with AccademiaVino, be it in the administration process, course teaching or exam delivery.

As per WSET policy, when the dissatisfaction concerns examination results or the contents of examination papers, the student will be given all information regarding the WSET Enquiry and Appeals process.

To be considered a complaint, any expressed dissatisfaction must concern a specific fact or circumstance that requires action or response by AccademiaVino. A critical opinion concerning publicly available information, such as, by way of example, course prices and schedules or any of the points covered in the *Terms and Conditions* a student agrees to when purchasing a course, cannot be considered a complaint, although it may, where appropriate, lead to a review of the disputed points.

Examples of complaints would be:

- Dissatisfaction with teaching, facilities or administration of WSET courses
- Allegations of discrimination or unfair treatment
- Falsifying results, assisting candidates with answers
- Allowing unauthorised material into the exam room, e.g. phones, notes etc
- Allowing candidates to copy from each other.
- Disruptive behaviours, e.g. talking during the exam

Aims

When a complaint arises, all efforts should be directed towards reaching a satisfactory solution as quickly as possible, minimising distress and retaining - and, where possible improving - goodwill. Legitimate complaints should also be treated as opportunities to review and improve AccademiaVino procedures and policies.



Procedure

When a complaint is of a minor nature and can be solved informally, all AccademiaVino contact staff are empowered to provide an appropriate solution. Front-line staff may informally consult a supervisor on the suggested solution where needed.

When the dissatisfaction is of such a nature as cannot be solved informally, staff will advise the party to submit a formal complaint in writing by email to desk@accademiavino.com. The complaint should include as much detail as possible on the circumstances that caused the dissatisfaction. A formal written complaint should also be submitted when the party is still dissatisfied after an informal solution has been proposed.

When a formal complaint is received, this will be thoroughly be investigated, and actions will include:

- Notifying the complainant that their complaint will be investigated within a given timescale
- Informing in writing the complainant of the outcome of the investigation
- Informing the complainant of the appropriate escalation of the complaint if the initial outcome is still unsatisfactory