

Vine Lab Complaints Policy

Complaints Policy

Complaints against any action or practice which threatens the integrity of our courses, either APP centre staff or representative or student should in the first instance be discussed with APP centre contact. The APP undertakes to investigate all complaints in a thorough and professional manner. This includes, but is not limited to:

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

An outline of the problem and the main points should be documented and dated. If the problem is not resolved at this stage the candidate should contact a higher authority in the college or the WSET.

Examples of complaints would be

- Dis-satisfaction 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

Complaints against the awarding body,

Complaints against the Wine and Spirit Education Trust should, in the first instance, be discussed with the centre contact as above and documented evidence will then be forwarded to The Wine and Spirit Education Trust who have their own complaints policy.

Candidates who are unhappy with their exam results can appeal via the centre contact.