



Complaints Policy

Complaints against any action or practice which threatens the integrity of our courses, either Vine Lab staff, representative or student should in the first instance be discussed with the Vine Lab contact Nikki Erpelding (nlerpelding@vinelabwine.com). Vine Lab intends 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 formally documented, dated and sent to Vine Lab, attention, Nikki Erpelding, nlerpelding@vinelabwine.com.

If the problem/issue is not resolved to the complainant's satisfaction, the complaint will be referred to WSET Quality assurance - QA@wsetglobal.com

Examples of complaints:

- 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 Vine Lab contact (nlerpelding@vinelabwine.com) 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 Vine Lab contact, nlerpelding@vinelabwine.com.

All Other certification complaints or private classes should contact Nikki Erpelding at nlerpelding@vinelabwine.com.