

## Complaints Procedure - Our commitment to you

At the WSET School London our customers are important to us, and we believe that if a customer wishes to make a complaint or register a concern you should have the right to a fair, swift and courteous service.

### Aim

The aim of WSET School London is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and concerns are listened to and acted upon promptly and fairly.

### Goals

- Customers are aware of how to make a complaint and that WSET School London provides easy to use opportunities to register a complaint.
- All complaints will be taken seriously and dealt with impartially. We aim to assist students in resolving issues regard bookings, courses or non – exam related concerns and to promote a positive experience for our students.
- The WSET School will do its best to resolve student complaints for the academic and non-academic issues in a timely manner with the aim of resolving and settling a formal complaint in 20 working days or less. On occasion, the process may take longer, especially if the complaint advances to senior members of the School. Records of student's complaints will be retained for two years. No student will be criticised or retaliated against for using this procedure in a cooperative manner.

If you have a complaint or concern that you wish to raise, then please contact Student Services Team on [studentserviceteam@westglobal.com](mailto:studentserviceteam@westglobal.com) or call us on 0207 089 384 and ask for a complaints form.

### Complaints Procedure:

1. Your complaint form or email should be submitted in writing by emailing the Student Services Manager at [studentserviceteam@wsetglobal.com](mailto:studentserviceteam@wsetglobal.com) (adding ref: complaint) or your form or letter by post to Student Services Manager, WSET School Student Services, 39-45 Bermondsey Street, London SE1 3XF.
2. We are committed to dealing with your complaint without any discrimination or prejudice. Please note, your complaint will be confidential and if your complaint is on behalf of someone else, we must know that you have their permission before we can proceed any further.
3. Please provide us with your contact details (address, email address, telephone number), specific details of the complaint and any supporting evidence you may have or details of any previous attempts you have made to resolve your complaint.
4. Your complaint will be dealt with by the WSET School Students Services Manager. We will acknowledge your complaint within 3 working days and endeavour to send a final response to you within 20 working days of the date you raised it with us. If we are unable to provide you with a final response within this time frame, we will send you an update explaining why and advice when you can expect a final response.

5. If more than 6 weeks from the date of your complaint has passed and you haven't received a final response from us, or you are still dissatisfied with the response you have received (at any stage of the process), your complaint will be referred to the WSET School Principal.
  
6. If the response you received is not satisfactory, you may file a complaint with the WSET APP Administration Team about the WSET School London - on [appadmin@wsetglobal.com](mailto:appadmin@wsetglobal.com).
  
7. If you are still dissatisfied with the response you have received by the WSET, you can write and forward your complaint to:

The British Accreditation Council  
14 Devonshire Square  
London EC2M 4YT

