

COMPLAINTS & APPEALS POLICY

SCOPE

Complaints and appeals are managed fairly, efficiently and effectively. McCaine Wine Education creates an environment where participants' views are valued.

Any person wishing to make a complaint against the centre, concerning its conduct as an WSET APP, or an appeal regarding our decision, shall have access to this complaints and appeals procedure.

POLICY STATEMENT

All formal complaints and appeals will be heard and decided on within 10 working days of receiving the written complaint or appeal. McCaine Wine Education will keep a Complaints and Appeals Register which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

RESPONSIBILITIES

McCaine Wine Education works with Centre Director through all Complaints and Appeals — McCaine Wine Education Policy and Procedures Refer any formal complaints or appeals to the Director(s).

COMPLAINTS AND APPEALS PROCEDURES

Complaints arise when a participant is dissatisfied with an aspect of the centre services, and requires action to be taken to resolve the matter.

Appeals arise when a participant is not satisfied with a decision that the centre has made.

Appeals can relate to assessment decisions, but they can also relate to other decisions.

Persons with either a complaint or an appeal have access to the following procedures:

INFORMAL COMPLAINT (OR FEEDBACK)

The initial stage of any complaint (or feedback) may be for the client to communicate directly with the operational representative of the centre, e.g. the educator or the Director of the business who is not the educator wset@mcwine-edu.com

Client(s) dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.

FORMAL COMPLAINT OR APPEAL

The informal complaint procedure must be used first.

The formal complaint or appeal and its outcome must be presented and recorded in writing.

On receipt of a formal complaint or appeal, the Director (mentioned above) will hear the complaint.

The Director shall not have had previous involvement with the complaint or appeal, and may include representatives of: the Director | the teaching staff | an independent person.

The complainant shall be given an opportunity to present their case to the Director, and may be accompanied by one other person with firsthand knowledge of the issue being raised as support or as representation.

The relevant staff member shall be given an opportunity to present their case, and may be accompanied by one other person with firsthand knowledge of the issue being raised as support or as representation.

The Director will make a decision regarding the complaint or appeal and will communicate the decision to all parties in writing within 10 working days of making the decision.

If the complainant is not satisfied with the resolution, the complainant can escalate the complaint to WSET Quality Assurance Team qa@wsetglobal.com for any other enquiries. qa@wsetglobal.com

Please visit WSET Awards for their policies <https://www.wsetglobal.com/>

Any identified systemic root causes of any complaint or appeal will be included in the continuous improvement processes of the centre.