

COMPLAINTS PROCEDURE

Complaints against any action or practice which threatens the integrity of any of our courses, the student or a representative should, in the first instance, be discussed with Bacchus Academy staff. Bacchus Academy 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 is welcome to contact Bacchus Academy Director or the awarding body. The awarding board will either be the Wine and Spirit Education Trust or Barossa Wine School.

Examples of complaints would be:

- Dissatisfaction with teaching, facilities, or administration of WSET courses.
- Allegations of discrimination or unfair treatment.
- Falsifying results, and assisting candidates with answers.
- Allowing unauthorised material into the exam room, for example, 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 contacts as above. The complaint 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 Barossa Enterprises contact.

The Wine and Spirit Education Trust will investigate, the charges are on the website: www.wset.co.uk.