



## **Creative Claret Approved Programme Provider WSET APP 2192**

### **Statement of Intent:**

**At Creative Claret we always strive for the highest standards and great customer service**

### **Complaints Policy Introduction:**

Creative Claret is committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress to all parties. Creative Claret is committed to a visible, accessible and fair complaints process.

Creative Claret views candidate complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into student levels of satisfaction.

### **Scope:**

This policy applies to student complaints made in the context of Creative Claret's provision of WSET® Courses and Examinations as a WSET® Approved Program Provider.

### **Definitions:**

#### **What is a complaint?**

A complaint is a formal statement expressing dissatisfaction made to a manager that requires action or response.

The complaint may be in relation to any aspect of the course delivery, conduct of teaching staff or management, or matters pertaining to the examination process or content.

Where the complaint is in regard to a possible incorrect examination result, Creative Claret will provide students with appropriate information regarding the WSET® Enquiry and Appeals Process.

### **Policy:**

Creative Claret 's procedures for handling student complaints are based on confidentiality, impartiality, procedural fairness and prompt resolution.

### **Informal process**

Where complaints are of a minor nature, they may be resolved in an informal way. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily

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resolved informally, then the formal complaints procedure should be followed outlined in the below stages.

### **Formal process - Stage 1**

The formal complaints procedure is intended to ensure that all complaints are handled fairly and consistently.

All formal complaints must be submitted in writing, via email or written correspondence. All formal complaints will receive a written response of the outcome of the complaint, following appropriate investigation of the circumstances.

Complainant's can bring their complaints using follow methods available below

Tel: 0459 -520-741

Email : [info@creativeclaret.com](mailto:info@creativeclaret.com)

Post: PO Box 528, Palm Cove, QLD, 4879

### **Responsibilities:**

Creative Claret's responsibilities will be to:

- acknowledge any formal complaint received in writing within 7 working days
- respond within a stated period of time of 20 working days with either a conclusion or a further update depending on the severity of the complaint
- deal reasonably and sensitively with the complainant
- cooperate fully in any investigation process
- take action where appropriate, including any corrective action necessary to prevent recurrence;
- if the complaint relates to examination content or results, provide the student with the relevant WSET® guidance notes and forms to allow the student to utilise the WSET® Enquiries and Appeals process

A complainant's responsibility is to:

- bring their complaint, in writing, to Creative Claret's attention within 7 working days of the issue arising, or within 7 days of completion of the course or examination;
- explain the problem as clearly and as fully as possible with your expected outcome;
- allow Creative Claret a reasonable time to deal with the matter
- recognise that some circumstances may be beyond Creative Claret's control

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### **Outcomes:**

Students will receive written advice of the outcome of their complaint. Some of the possible outcomes of a student complaint include:

- Through the resolution process the student gains a better understanding of the situation so that his/her concerns are addressed.
- A mutually acceptable resolution is reached through conciliation or mediation.
- The student receives an apology, and/or the issue or behaviour that was the basis of their complaint is modified.

In some cases, the complaint cannot be substantiated and no further action will result.

### **Formal process - Stage 2**

Following Stage 1, if a complaint remains unresolved, the complainant should notify the WSET Head of Quality and Compliance (qa@wsetglobal.com) in writing that they wish to pursue the complaint to the next stage. The complaint will be referred to a member of the Awards Management Team for further investigation. Acknowledgement of further investigation will be provided to the complainant in writing within **5 working days**, and the complainant will be notified of the individual responsible for the investigation. WSET Awards will log the further complaint.

The member of the Awards Management Team will conduct a further investigation into the cause of dissatisfaction, after which they will communicate directly with the complainant and provide an explanation and resolution. This will be communicated to the complainant within **30 working days of the Formal Process Stage 2 acknowledgement email**. The duration of further investigation will depend on the nature and severity of the complaint and the complexity of the response required. In some cases the investigation may take longer and in such instances, the complainant will be notified of the revised timescale. The outcome will be recorded and incorporated into WSET Awards' Continual Improvement Plan.

### **Confidentiality & Documentation**

All documentation relating to complaints will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint. Any material about the outcome of the complaint will be placed on the appropriate student file.

A register of complaints made (anonymous of names), along with their outcomes, will be maintained for the purpose of continuous improvement of policies and practices.

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## Appeals

If the complainant continues to remain dissatisfied with the response provided by the Awards Management Team, the next step will be to submit an appeal, in line with the Policy on Appeals against WSET Awards' Decisions. All appeals must be received within 10 working days of receipt of the complaint outcome from the Awards Management Team.

### Policy on Appeals against WSET Awards' Decisions

WSET Awards operates an appeals policy to ensure that decisions taken by its staff are open to review in order to identify and rectify any errors. *This policy does not apply to appeals against examination results for which a separate procedure exists.*

#### Who can appeal?

Appeals can be made by an individual stakeholder or group of stakeholders who have been adversely affected by a decision made by WSET Awards (the appellant), including anyone dissatisfied with the outcome of a formal complaint made according to WSET Awards' Complaints Policy.

Appeals may also be made by someone acting on behalf of the affected stakeholder (referred to as third parties). Third parties submitting an appeal on behalf of the appellant may only do so with written permission to represent the appellant and their interests. This must be presented to and accepted by WSET Awards.

#### Procedure

##### Stage 1

Formal appeals are submitted in writing and marked for the attention of the WSET's Head of Quality and Compliance (HOQC) at [qa@wsetglobal.com](mailto:qa@wsetglobal.com). The HOQC will log the appeal and pass it to the Director of WSET Awards (the 'Director') for investigation.

The appeal must be submitted within **10 working days of the cause of dissatisfaction** and the complainant must provide the following:

- Name, address and contact information
- Full details of the appeal i.e. the Awards' decision that has caused dissatisfaction
- All supporting information i.e. WSET Awards' personnel involved, relevant documentation, dates, locations, any witnesses
- Details of any previous attempts to resolve the identified dissatisfaction
- What action or response they seek to resolve the dissatisfaction. WSET Awards will log the appeal and acknowledge it in writing within **5 working days** of receipt. The Director will investigate the appeal by conducting a complete and thorough review of the

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evidence on which the original decision was taken, compared to the criteria and/or policies against which this evidence was measured. The Director will respond to the appellant in writing within **20 working days** of the acknowledgement of the appeal, providing an explanation and resolution. The duration of further investigation will depend on the nature and severity of the complaint and the complexity of the response required. In some cases the investigation may take longer and in such instances, the appellant will be notified of the revised timescale. The outcome will be recorded and incorporated into WSET Awards' Continual Improvement Plan.

## **Stage 2: Further Appeal**

### **Further Appeal**

Any appellant unsatisfied with the findings of their appeal may request that this be reviewed. Requests for review must be put in writing to the Director no more than **10 working days** following notification of the appeal findings. Requests received outside of this timeframe will not be reviewed. The Director will log the further appeal and will acknowledge receipt within **5 working days**. The further appeal will be passed to the Awards Supervisory Board (ASB) for review. The ASB will contact the appellant in writing within **40 working days** of the acknowledgement of the appeal, providing an explanation and resolution. The outcome will be recorded and incorporated into WSET Awards' Continual Improvement Plan.

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