

This school (APP) operates a complaints procedure through which it aims to resolve concerns as quickly as possible. A complainant may be a student or prospective student regarding any aspect of WSET courses. All complaints will be taken seriously and dealt with impartially. We aim to assist students in resolving issues regarding bookings, courses or non-exam related concerns and to promote a positive experience.

Northern Wine School will do its best to resolve student complaints relating to academic and non-academic issues in a timely manner with the aim of settling a formal complaint within 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 students' 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, please contact Northern Wine School on hello@northernwineschool.co.uk or call us on +44 (0)161 883 1278.

Complaints procedure

1. Your complaint should first be submitted in writing by email to the Student Services manager at hello@northernwineschool.co.uk (adding ref: complaint) or by post to:

Student Experience Manager

Northern Wine School

30-32 Croft Lane

Bury

Lancashire

BL9 8BX

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 further.

2. 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.

3. Your complaint will be dealt with by Northern Wine School's Student Experience Manager. We will acknowledge your complaint within three working days and endeavour to send a final response to you within 21 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 advise as to when you can expect a final response.

4. If you are still dissatisfied with the response you have received (at any stage of the process), you have the right to escalate your complaint and will be referred to the WSET QA (Quality Assurance), or initiate an appeal for Exams. The relevant department's contact details will be provided on request.