



WSET
APPROVED
PROGRAMME PROVIDER

COMPLAINTS POLICY

Barrels&Beyond is committed to providing high quality service and maintaining a fast and effective procedure to allow all students to bring forward any concern and issues and where there is a cause for our concern and immediate attention.

It is important that if you feel dissatisfied with any matter relating to any aspect of WSET qualifications, be it the course delivery, conduct of teaching staff or management, or matters pertaining to the examination process or content at **Barrels&Beyond**, you should have an effective means by which such matter can be aired or communicated and where appropriate, resolved.

Complaints against any action or practice which threatens the integrity of our courses, should in the first instance be discussed with the center administrator at **info@barrelsandbeyond.com**

Barrels&Beyond undertakes to investigate all complaints in a thorough and professional manner. This includes, but is not limited to:

- Acknowledge any formal complaint received in writing within 7 working days.
- Notifying the complainant that their complaint will be investigated by a named individual within a given timescale of 20 working days with either a conclusion or a further update depending on the severity of the complaint.
- Informing the complainant of the outcome of the investigation in writing.
- Informing the complainant of the appropriate escalation of the complaint to the Main Contact, **Bharat Singh Rathore(bharat@barrelsandbeyond.com)** if the initial outcome is still unsatisfactory. An opportunity to meet and discuss the complaint will be offered.

If the complaints process has been completed and the complainant is still not satisfied with the outcome, the next and the last step is to refer the complaint to WSET® Awards. Complainants should send details of their complaint, including steps already taken at our center to address the issue to **qa@wsetglobal.com**

Examples of complaints which includes, but is not limited to:

- Dis-satisfaction with teaching, facilities or administration of WSET courses
- Allegations of discrimination or unfair treatment
- Falsifying results, assisting candidates with answers

- Allowing unauthorised material into the exam room e.g. phones, notes etc
- Allowing candidates to copy from each other.
- Disruptive behaviours e.g. talking during the exam

Additional Notes:

1. After a matter is resolved, the complaint and action taken is documented and action implemented to prevent future reoccurrence.
2. 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.
3. 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.