

Education Policies

Wine School @ Anglotime – Education Policies: WSET Training Programs

Complaint Policy

Complaints must be submitted in writing via letter or email to the designated educator at The Wine School @ Anglotime. Please note that any appeal must be made to the designated contact or designated educator during your training course. Please include your full name, address and contact information with full details of the grounds for the complaint with any supporting documentation. Please include any details of any previous attempts to resolve the problem. Complaints must be sent to wineschool@anglotime.com or by post to: Wine School Anglotime, 70 Rue du Faubourg St Nicolas, 21200, Beaune. If the complainant receives a response and it is still not satisfied the complaint will be referred to a more senior staff member for further review. This determination will be final at APP level and the filer will be notified of appeal options to WSET and should be referred to WSET's Quality Assurance Team (qa@wsetglobal.com) if necessary. The Wine School @ Anglotime ensures that the complainant will receive an email of acknowledgement within 3 days followed by an investigation by an Educator. An outcome will be received within 10 working days of acknowledgement. Please note that only after all attempts for resolution per the APP policy, which includes an appeal, have been exhausted can a complaint be raised with WSET.