

Complaints and Appeals Policy

1. Scope and Purpose

Armenian Wine School (AWS) is committed to delivering a high standard of service to all students. We value feedback and acknowledge that there may be occasions when our service does not meet expectations. This policy explains how students can submit a complaint and how it will be handled fairly, promptly, and impartially.

A complaint may be submitted if you are a current or prospective AWS student and have experienced:

- Dissatisfaction with teaching, facilities, or course administration.
- Concerns about the fairness or accuracy of assessments.
- Unprofessional or disrespectful behaviour by AWS staff.
- Any other matter affecting your experience with AWS.

All complaints must first be raised formally with AWS. Only after completing all stages of this policy may a student escalate the matter to WSET.

2. How to Make a Complaint

We encourage students to first try to resolve the matter directly and informally with the AWS staff member involved, as many concerns can be addressed quickly in this way.

If the issue remains unresolved, students may submit a written complaint to:

Contact: Arpine Manukyan

Email: wset@armenianwineschool.com

The complaint should include:

- Your full name and contact details.
- The course name and date.
- A detailed description of the issue.
- Any supporting evidence.
- A summary of previous attempts to resolve the matter.

All complaints will be treated confidentially. Students will not be disadvantaged in any way for making a complaint.

3. Complaint Handling Procedure

Complaints will be acknowledged by email within three working days. They will be handled fairly, impartially, and in line with AWS policies. AWS will keep you informed of progress and provide a written outcome within twenty working days from the date of acknowledgement.

4. Appeals Process

If you are dissatisfied with the outcome of your complaint, you may submit an appeal in writing within ten working days to the same email address used for the initial complaint. Your appeal should include:

- The reasons for your appeal.
- Any additional supporting documentation.
- Your desired outcome.

AWS will keep you informed of progress and provide a written outcome within thirty working days.

5. Escalation to WSET

If you remain dissatisfied after completing all stages of the AWS process, you may escalate the matter to WSET at:

Email: governance@wsetglobal.com

WSET will only consider complaints after the AWS procedure has been fully followed.

6. Refund and Cancellation Complaints

Any issues related to refunds or cancellations should be addressed under AWS's Refunds and Cancellations Policy, which is available prior to enrolment.