

International Wine School Nadja Roeloffs

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our students / candidates taking the WSET courses, online or in classroom. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We will try to resolve your complaint within four to six weeks.

What will happen next?

1. We will send you an email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally not take longer than five business days.
3. International Wine School Nadja Roeloffs will then contact you or set up a meeting to discuss and hopefully resolve your complaint immediately.
4. If you do not want a meeting or discuss this issue, International Wine School Nadja Roeloffs will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. If you are still not satisfied, you should contact us again and we will arrange for a, second or first, in person meeting, to review the decision.