Complaints Policy - Statera Academy

If someone has a complaint against Statera Academy, a Statera Academy representative or a student for any action or practice which threatens the integrity, delivery or content of the WSET courses, they should in the first instance discuss this with the APP main contact, Keith Nicholson at keith@stateraacademy.ca Statera Academy undertakes to investigate all complaints in a thorough and professional manner. This includes, but is not limited to:

- Notifying the complainant that their complaint will be investigated by a named individual within 5 working days
- Informing the complainant of the outcome of the investigation in writing
- Informing the complainant of the appropriate escalation of the complaint if the initial outcome is still unsatisfactory.

An outline of the problem and the main points should be documented and dated. If the problem is not resolved at this stage the candidate may want to contact WSET.

Examples of complaints would be

- 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

Students who are dissatisfied with the resolution provided by Statera Academy can submit their complaint to Quality Assurance at ga@wsetglobal.com.

Complaints against the awarding body,

Complaints against the Wine and Spirit Education Trust should, in the first instance, be discussed with Statera Academy and as above their complaint will be investigated by a named individual within 5 working days and the complainant will be notified. Documented evidence will then be forwarded to The Wine and Spirit Education Trust who have their own complaints policy.

Candidates who are unhappy with their exam results can appeal via Statera Academy via Keith Nicholson at keith@stateraacademy.ca