

CENTRAL COAST

SCHOOL OF WINE

Complaints

Central Coast School of Wine prides itself on providing the best and most professional wine education programming available. In the unfortunate event that an interaction with a Central Coast School of Wine staff member or classroom situation does not meet your expectations, you are invited to let us know so that we can appropriately review and address your concerns.

Please direct any concerns within three (3) calendar days of the situation occurrence to:

course.admin@ccschoolofwine.com

This message must include:

- The name, email address and telephone number of the submitter
- A description of the situation of concern with the date and approximate time of the occurrence along with any supporting materials.
- The specific impact the situation of concern had on your participation in the seminar or course.
- The submitter must be a student registered for a Central Coast School of Wine seminar or course regarding a situation specific to that enrollment or program delivery.

One of our management staff members will contact you within two (2) business days to confirm receipt of your concern and if necessary, request a day and time to meet with you via telephone, teleconference, or in person to discuss the issue in more detail. We will follow up with you within 20 business days with a final response to your concern.

If you feel our response to your concern is unsatisfactory, you may elect to have the matter re-evaluated by another management staff member of Central Coast School of Wine for further review within three (3) business days of our initial response to your concern by submitting an appeal to:

course.admin@ccschoolofwine.com

Your request will be assigned to another member of our management team for further review and consideration. We will follow up with you within 20 business days with a review response.

If this appeal remains unsatisfactory, you may elevate your concern to WSET's Quality Assurance team at **QA@wsetglobal.com** for their review and response. WSET's Quality Assurance team will act in accordance with WSET's Complaints and Appeals Policy to address the concern with a final response.

All concerns will be handled confidentially and without bias.