
Premier Wine Training Complaints Policy

Premier Wine Training strives to maintain the integrity of its reputation and that of the WSET Awards.

Student Complaints

General exam enquiries and appeals will be handled as per the WSET APP Operating Handbook.

Premier Wine Training will do its best to resolve student complaints relating to academic and non-academic issues in a timely manner with the aim of settling a formal complaint within 20 working days or less. Records of students' complaints will be retained for two years. No student will be criticised or retaliated against for using this procedure in a co-operative manner.

Complaints procedure:

1. Your complaint should be submitted in writing by email to courses@premierwinetraining.com, or by post to:

Premier Wine Training
32 Temple Manor Court
D12 TX38
Rep. of Ireland

We are committed to dealing with your complaint without any discrimination or prejudice. Please note, your complaint will be confidential and if your complaint is on behalf of someone else, we must know that you have their permission before we can proceed further.

2. Please provide us with your contact details (address, email address, telephone number), specific details of the complaint and any supporting evidence you may have or details of any previous attempts you have made to resolve your complaint.

3. We will acknowledge your complaint within 3 working days and endeavour to send a final response to you within 20 working days of the date you raised it with us. If we are unable to provide you with a final response within this time frame, we will send you an update explaining why and advise as to when you can expect a final response.

4. If the response you received is not satisfactory, you may file a complaint with the WSET APP Administration team about Premier Wine Training - on appadmin@wsetglobal.com.