

Complaints Policy regarding WSET courses at Scandinavian Wine Academy – Denmark

1. If a student enrolled on a WSET course with Scandinavian Wine Academy – Denmark wishes to file a complaint concerning the management of registration, payment, course or exam completion this should be done in writing to info@vinakademiet.dk
2. Any complaint will be treated with full discretion and will not prejudice the student.
3. The e-mail should provide full details of the complaint in question and contact e-mail and phone number of the student.
4. The complaint will be dealt with confidentially by the director of SWA - Denmark
5. The reception of the complaint will be confirmed within 3 working days and the student could expect to receive an answer within seven working days.
6. If the student upon receiving the response still have complaints and want to appeal the decision communicated in the response, this should be in writing to info@vinakademiet.dk within 10 working days from the response from SWA – Denmark.
7. The complaint will then be further discussed with the management of our partners at Scandinavian Wine Academy – Sweden and the student could expect a final answer within 20 working days from the reception of the appeal.
8. Should the matter still not be resolved to the satisfaction of the student then and only then a complaint can be sent to the WSET's Quality Assurance team at qa@wsetglobal.com.