



## Complaints Policy

Alba Accademia Alberghiera welcomes feedback from its customers. Where a complaint is received, Alba Accademia Alberghiera undertakes to deal with that complaint effectively, sensitively and speedily. Alba Accademia Alberghiera aims to learn from all complaints so that products and services can be improved in the future.

### *Policy aim and purpose*

Alba Accademia Alberghiera is committed to providing individuals directly affected by our services with the opportunity to provide feedback on whether or not standards have been met. Our customers must have confidence that they will be listened to, therefore all feedback received, both positive and negative, will be acknowledged.

The aim of this policy is to provide a clear process to ensure that: Making a complaint is as easy as possible; An appropriate response is provided e.g. an explanation, apology or action taken; Complaints are properly documented and reviewed to improve service.

### *Definition of a complaint*

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by WSET APP, a member of its staff or a representative. **Alba Accademia Alberghiera has its own internal complaints policy for dealing with examination issues and candidates should approach Alba Accademia Alberghiera in the first instance. If the candidates have done this but remain dissatisfied with the outcome they may bring their concern to WSET attention.**

Dissatisfaction may be associated with the service provided or with the way an individual perceives to have been treated by a WSET member of staff or representative, which may or may not be justified or associated with professional misconduct.

### *Who can make a complaint?*

An individual student or group of students who have been adversely affected by the cause of dissatisfaction can make complaints.

As above mentioned, if students have already approached Alba Accademia Alberghiera (-> Alba Accademia Alberghiera) in the first instance but remain dissatisfied with the outcome, they may bring their concern to WSET attention.

To help Alba Accademia Alberghiera investigate your concerns promptly, please outline your complaint in as much detail as possible when contacting as well as the details of your complaint, be sure to include:

- your full name
- contact details (such as email address, postal address and phone number), details of the examination you have taken including the date it was taken
- copies of all previous correspondence with your Alba Accademia Alberghiera, as well as the outcome of their internal complaints procedure where applicable.



### *Anonymous complaints*

Receiving a complaint from an unidentified source potentially limits Alba Accademia Alberghiera' power to effectively investigate that complaint. However, if an anonymous complaint is received, Alba Accademia Alberghiera will consider if there is enough information in the complaint to enable further investigation.

### *How to make a complaint*

#### *Informal process*

Most candidates who are dissatisfied will want a problem to be addressed as quickly as possible; therefore an informal approach may be appropriate. The informal approach aims to resolve the concern quickly, keep matters low key and enable mediation between the complainant and the individual to whom the complaint has been directed.

Therefore the complainant should contact Alba Accademia Alberghiera for an informal discussion, in response to which the Alba Accademia Alberghiera representative will aim to resolve the concern by providing an explanation, apology or another desirable outcome.

Who does the student complain to: the WSET APP (Alba Accademia Alberghiera) Main Contact

What format is accepted? Email sent to the WSET APP (Alba Accademia Alberghiera) Main Contact's email address

What are the contact details for submitting the complaint? These contact details are shared with the candidates before the beginning of the course or during the exam enrolment process.

What does the complainant need to provide? Name, address and contact information; Full details of the complaint (with any supporting documents)

Who will deal with the complaint: the WSET APP (Alba Accademia Alberghiera) Main Contact

How quickly can the complainant expect an acknowledgement: 3 working days

How long will it take to get a response: 15-20 working days from the acknowledgement according to the content of the complaint.

If a concern cannot be satisfactorily resolved informally, the formal complaints procedure should be followed addressing to the WSET attention. It might be necessary to provide further information to ensure the complaint is fully understood, thoroughly investigated and allow for a comprehensive response to be provided.

#### *Formal process*

##### Stage 1

Formal complaints are submitted in writing and marked for the attention of the Main Contact of Alba Accademia Alberghiera, who will assign a person responsible for the initial investigation. When submitting a complaint, the complainant must provide the following: • Name, address and contact information • Full details of the complaint i.e. the cause of dissatisfaction with operations, actions or behaviour • All supporting information i.e. relevant documentation, dates, locations, any witnesses • Details of any previous attempts to resolve the identified dissatisfaction • What action or response they seek to resolve the dissatisfaction.

[www.albaaccademia.it](http://www.albaaccademia.it)

Ragione sociale: **APRO Formazione S.C. a R.L.**

Codice Fiscale Partita IVA/n° R.I. 02605270046 - N° R.E.A. 223065 Capitale Sociale: € 417.420,42 int. vers.

Sede legale "Mons. G.B. Gianolio" **ALBA**

Strada Castelgherlone, 2/A - 12051 Alba [CN] - Tel. 0173.28.49.22 - Fax 0173.28.18.70 [informa@aproformazione.it](mailto:informa@aproformazione.it)



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Alba Accademia Alberghiera log the complaint and will acknowledge the complaint in writing within 3 working days of receipt, advising the name of the Case Officer responsible for handling the complaint.

Complaints will be investigated by the Case Officer who may contact the complainant or any other named parties for further information as required. The complainants name will not be mentioned to third parties or their identity otherwise revealed unless permission to do so has been obtained in advance.

A response, including explanation and resolution, will be provided within 20 working days of the Case Officer being assigned (i.e. the date of the initial acknowledgement). However, where the complainant wishes their name to be withheld from an investigation, Alba Accademia Alberghiera will not be able to provide information on the outcome other than to inform the complainant that it has been completed. Exceptionally (e.g. in especially complex or serious complaints, or where a key party is out of contact for a period of time) it may be necessary to extend the duration of the investigation. In that case, the complainant will be notified and given a revised timescale. The outcome will be recorded and incorporated into WSET Awards' Continual Improvement Plan.

## Stage 2

Following Stage 1, if a complaint remains unresolved, the complainant should notify the Main Contact of the Alba Accademia Alberghiera in writing that they wish to pursue the complaint to the next stage. The complaint will be referred to another person responsible for further investigation. Acknowledgement of further investigation will be provided to the complainant in writing within 3 working days, and the complainant will be notified of the individual responsible for the investigation. Alba Accademia Alberghiera will log the further complaint.

Alba Accademia Alberghiera will conduct a further investigation into the cause of dissatisfaction, after which they will communicate directly with the complainant and provide an explanation and resolution. This will be communicated to the complainant within 30 working days of the Stage 2 acknowledgement email. The duration of further investigation will depend on the nature and severity of the complaint and the complexity of the response required. In some cases the investigation may take longer and in such instances, the complainant will be notified of the revised timescale.

## Appeals

If the complainant continues to remain dissatisfied with the response provided by Alba Accademia Alberghiera, the Awards Management Team will be contacted and the next step will be to submit an appeal, in line with the Policy on Appeals against WSET Awards' Decisions. All appeals must be received within 10 working days of receipt of the complaint outcome from the Awards Management Team.

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## Reasonable Adjustments Policy

WSET Awards seeks to assess all candidates in a way that puts them at no disadvantage, or advantage, over other candidates.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation. Reasonable adjustments are approved by WSET Awards and put in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification. The use of a reasonable adjustment is not taken into consideration during the assessment of a candidate's work.

Alba Accademia Alberghiera has a number of ways to help people taking WSET exams who need special arrangements due to temporary or long term difficulties or conditions.

Reasonable adjustments may involve: • Changing standard assessment arrangements, for example allowing candidates extra time to complete the assessment activity; • Adapting assessment materials, such as providing materials in large text format; • Providing access facilitators during assessment, such as a sign language interpreter or reader; • Re-organising the assessment room, such as removal of visual stimuli for an autistic candidate.

Any special needs, which may require a reasonable adjustment at the time of the examination, must be reported to Alba Accademia Alberghiera at least 8 weeks before the examination date in the case of WSET qualifications at Levels 1-3 and at least 12 weeks before the examination date in the case of the WSET Level 4 Diploma. Supporting evidence must be applied, e.g. medical certificates.

Candidates and their advisors should be aware that it is not appropriate to make requests for reasonable adjustments where the candidate's particular difficulty directly affects performance in the attributes that are the focus of the assessment.

APPs must keep records of all reasonable adjustment applications.

## Special Consideration Policy

Special consideration is an action taken after an assessment to allow candidates who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to demonstrate attainment.

When a candidate has sat an assessment under adverse circumstances through no fault of their own, or has been absent from an assessment for acceptable reasons, Alba Accademia Alberghiera may ask for Special Consideration to be applied for the affected component.

Special consideration will not give unfair advantage over candidates for whom special consideration is not being applied, or alter the assessment demands of the qualification as detailed in the applicable Specification.

A candidate may be eligible for special consideration if: • Performance in an assessment is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident, bereavement or examination room conditions; • Alternative assessment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate; • The application of special consideration would not mislead the user of the certificate as to the candidate's attainment.

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### *Applying for special consideration*

Candidates must inform Alba Accademia Alberghiera if they wish to be given Special Consideration immediately after the examination has taken place. Alba Accademia Alberghiera will submit a Special Consideration Application Form to the Assessments Manager according to WSET Awards provisions.

In cases of serious disruption during the examination, Alba Accademia Alberghiera will submit a detailed report of the circumstances and candidates affected to WSET Awards.

### **Malpractice and Maladministration Policy**

Alba Accademia Alberghiera has a responsibility to ensure the integrity of WSET examinations by putting in place robust measures to identify and deal with instances of candidate malpractice.

Non-compliance with WSET Policies and Procedures generally falls into one of two categories:

1. Maladministration, where non-compliance is accidental rather than intentional; and
2. Malpractice where non-compliance is intentional or the result of negligence.

The Alba Accademia Alberghiera Malpractice Procedure deals with cases of suspected irregular conduct. Irregular conduct is any action which gives or aims to give unfair advantage to a candidate or causes disadvantage to other candidates.

Malpractice or maladministration may include:

- Failure to adhere to the terms of Centre Agreement or WSET Policies and Procedures;
- Failure to comply with the APP Code of Conduct;
- Failure to carry out course or assessment delivery in accordance with WSET Awards requirements;
- Failure to adhere to WSET Awards' candidate registration and certification procedures;
- Late student registrations;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding of information from WSET Awards which is critical to maintaining the rigour of quality assurance;
- Insecure storage of assessment materials;
- Submission of false or inaccurate information to gain a qualification;
- Cheating, including the use of unauthorised devices or materials;
- Disruptive behaviour in an examination;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Any action likely to lead to an adverse effect;

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- Breach of confidentiality;
- Failure to disclose Conflict of Interest;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Failure to report changes in ownership/personnel/location/facilities;
- Denial of access to information, documentation, workforce, facilities;
- Failure to respond to WSET Awards in a timely manner;
- Failure to return examination papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringement of WSET copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Misleading advertising/publicity.

Cases of suspected malpractice may be reported, for example:

- by Alba Accademia Alberghiera, e.g. a report from an invigilator observing unusual similar answers, shared by candidates who were sitting next to each other
- via an application for Special Consideration

Alba Accademia Alberghiera will promptly inform WSET Awards of any suspected misconduct.

#### *Sanctions Applicable to Students*

Once WSET Awards has investigated the suspected malpractice case and has confirmed the irregular conduct, the candidate is issued with a written warning that if the offence is repeated within a set period of time then further specified sanctions will be applied.

Exam Result Declared Null and Void: A student's exam result is disallowed. This may include invalidation and recall of a certificate already issued.

Disqualification from a Qualification: The student is disqualified from participating in the concerned qualification with immediate effect and further excluded from participating in any further WSET qualifications for a period of 12 months.

Student Disqualification: The learner is disqualified from participating in any courses or assessments leading to WSET qualifications.

#### *Appeals*

Any candidate that wishes to consider appealing against penalties or sanctions imposed by Alba Accademia Alberghiera and/or WSET Awards should follow the procedures indicated by WSET Awards through Alba Accademia Alberghiera as Approved Programme Provider.

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