



College of  
**Business +  
Economics**



# **Wine & Spirit Education Trust Approved Program Provider APP 1458**

## **Complaints Procedure**

Please email [wset@uoguelph.ca](mailto:wset@uoguelph.ca). Note, your matter will be kept confidential.

Your email should include your name, WSET qualification and date taken. Include full details of your complaint (with any supporting documents) and any previous attempts to resolve the problem.

Your complaint will be acknowledged by the School's WSET Coordinator within 3 business days.

If you are not satisfied with your response, the School's WSET Administrator will be contacted. You will receive a response within 10 business days.

If you are still not satisfied with your response, the School's Director will be involved.

Only when the above steps have been completed and you are still dissatisfied, you may wish to file a complaint with WSET.