

## WSET Complaints and Appeal Policy – Gray Mackenzie & Partners (GMP)

We aim to give you excellent service every step of the way. But if something isn't right, we want to hear about it and make things better.

### Who, When & How to Complain?

- Anyone who has been affected by a problem
- Anyone who has seen something wrong happen during your time while taking the course

**Third parties** (like a friend or parent) can complain **only if** they have written permission from you to speak on your behalf.

- Try to complain **as soon as possible**.
- Complaints must be made **within five months** of the issue happening.
- APP will not accept complaints made **after 90 Days**, unless there's a very good reason.

### Complaint to APP:

- Complainant's name, address and contact information
- Details of the complaint (what is the cause for dissatisfaction)
- All supporting information (relevant documentation, dates, locations, any witnesses)
- Email to [deepak@admmi.ae](mailto:deepak@admmi.ae)
- Contact Info: 02 4081400/522
- Your complain will acknowledge in 3 working Days.
- Your APP will treat the complainant with courtesy, respect and fairness at all times. We expect that complainants will also treat APP staff dealing with their complaint with the same courtesy, respect, and fairness.
- APP will not tolerate threatening, abusive, or unreasonable behaviour by any complainant and will report to APP legal Team. After complainants should contact & deal only with legal team.
- We aim to make our complaints process easy to understand and use. If you need help accessing this policy or want information in a different format, please ask.
- Complainant can choose to stay anonymous. However, your identity might still be guessed based on the situation.

- We may not be able to give you details about the outcome until we have made final decision on your complain.
- Some complaints can't be investigated without identifying the complainant. If that's the case, we'll let you decide whether to continue or withdraw your complaint.
- APP has rights to involve your employer (if your course is sponsored), you will be kept informed in all communications between APP & sponsors.
- All complaints will be reviewed, and a resolution will be provided within 14 days. If you are not satisfied with the outcome from [deepak@admmi.ae](mailto:deepak@admmi.ae) , you may contact for further clarification at [agnes@admmi.ae](mailto:agnes@admmi.ae) or [orders@admmi.ae](mailto:orders@admmi.ae).

### Appeal to WSET:

- If you are not satisfied resolution from GMP APP team with the solutions to your complain from (US) GMP APP, you may contact to WSET Global Team in below email address with relevant evidence [governance@wsetglobal.com](mailto:governance@wsetglobal.com).
- If you have a complaint about your course or experience with your Approved Programme Provider (APP), you must first follow the APP's own complaints process Informal or Formal complains.
- WSET will only get involved **after** you've completed the APP's full complaints and appeals procedure and **only** if you're still not satisfied.
- For complaints about **refunds, cancellations, or payment plans**, please refer to your APP's **Refunds & Cancellations Policy**. WSET has limited ability to help in these cases, as payment plans are arranged between you and the APP.
- Complaints must be made within six months of the issue. Delays make investigation harder, and WSET won't accept late complaints unless there are exceptional reasons.
- WSET Governance team will reply to your appeal within 3 working days and assign a Case Officer. The Case Officer will review it, contact relevant parties if needed, and share the outcome within 30 working days.