



COMPLAINTS & APPEALS POLICY

PURPOSE STATEMENT

Comercial Escolà S.L. (hereinafter also referred to as the APP) is committed to providing candidates, staff and stakeholders the best possible environment to study or work. The organisation understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

Comercial Escolà S.L. endeavour to address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision.

This policy and associated procedure supports Comercial Escolà S.L. to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Comercial Escolà S.L. will be viewed as an opportunity for further improvement and review.

SCOPE

This Policy applies to all Comercial Escolà S.L. staff, students and/or contestants, customers and other stakeholders



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TYPES OF COMPLAINTS

A complaint or appeal may include, but is not limited to:

- Assessment process and decision
- Candidate progress and academic progress decisions
- Course advice and enrolment
- Customer service and administration
- Equity and access, discrimination, harassment and bullying appeals
- Fees and charges
- Issue of results, certificates, statement of attainment
- Learning and assessment resources
- Marketing and promotional activity
- Personal safety
- Program delivery or course content
- Suspension and/or cancellation or deferral of enrolment

DEFINITIONS

4.1 Item 1 – **APP** – Approved Programme Provider as per WSET standards.

4.2 Item 2 – **Complaint** – a statement that something is unsatisfactory or unacceptable – *Ref: Oxford Dictionary*

4.3 Item 3 - **Grievance** – an actual or supposed circumstance regarded as just cause for complaint – *Ref: The Free Dictionary by Farlex*

4.4 Item 4 – **Appeal** – an application to a recognized authority for corroboration, indication or decision [...] a serious request for help - *Ref: Merriam Webster*



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PROCEDURAL STEPS FOR GENERAL COMPLAINTS

Action	Responsibility
<p>Comercial Escolà S.L. may receive complaints from candidates, staff or stakeholders and members of the public through a variety of means e.g.: verbally, written documentation, electronically (email).</p> <p>Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the candidate's issue. Any staff member can be involved in this informal process to resolve issues but once an individual has placed a formal complaint /appeal the following procedures must be followed.</p> <p>Once a formal complaint is received, the APP Main Contact will acknowledge receipt of the complaint in writing to the complainant, and will seek to identify the issue and resolve the concern so as to avoid any further disruption to the complainant (where applicable). The organisation encourages both staff and complainants to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means.</p>	<p>All APP staff Complainant</p>



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<p>Any candidate, potential candidate, or third party may submit a formal complaint to Comercial Escolà S.L. with the reasonable expectation that all complaints will be treated with integrity and privacy.</p> <p>There is no cost for accessing the internal complaints and appeals process. When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to complete a complaints and appeals form, stating their case and providing as much detail as possible, and submit this to the APP Main Contact either by email or post. The APP Main Contact will acknowledge receipt of the complaint in writing to the complainant.</p> <p>Complaints are to include the following information:</p> <ul style="list-style-type: none">• Submission date of complaint• Name of complainant• Nature of complaint• Date of the event which lead to the complaint• Attachments (if applicable) <p>The complaints and appeals form is available on the Comercial Escolà S.L. website at www.spiritessence.es or can be sent to the complainant on request.</p>	<p>All APP Staff Complainant</p>
<p>Once the complaints and appeals form is received the details are recorded on the complaints and appeals register which is reviewed and maintained by the APP Main Contact. Information recorded on the complaints and appeals register includes:</p> <ul style="list-style-type: none">• A specific complaint number• Submission date of the complaint• Name of the complainant• Description of the complaint• Determined resolution (outcome)	<p>Complainant APP Main Contact</p>



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<ul style="list-style-type: none">• Date of outcome	
<p>A letter acknowledging receipt of the complaint will be sent by the APP Main Contact to the complainant and, where a complaint refers to an individual, the individual will be informed by the APP Main Contact of the complaint and will be invited to respond to the allegation either through discussion, or (written) correspondence. Any discussion held with the APP Main Contact must be documented via minutes and these minutes kept on file along with details of the original complaint. A separate interview may be held by Comercial Escolà S.L. CEO if the complaint is about the APP Main Contact.</p>	
<p>Complainants have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by Comercial Escolà S.L.</p>	Complainant
<ul style="list-style-type: none">• The APP Main Contact will investigate all complaints recorded on the complaints register and identify a satisfactory resolution to the issue. The proposed resolution will be communicated to all parties involved in the complaint within 10 working days and agreement to the proposed resolution sought.• Upon receipt of the agreement, the APP Main Contact will:<ul style="list-style-type: none">• Provide the complainant with written confirmation of the resolution• Record the action(s) taken to resolve the complaint on the Complaints Register• Where applicable communicate the outcome of the complaint resolution to the relevant Comercial Escolà S.L. team member• If applicable, document the need for amendment policies and/or procedures documentation.	Main Contact



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<ul style="list-style-type: none">• Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision, the APP Main Contact must receive, in writing, grounds of the appeal.• Complainants are referred to the appeals procedure.	
<p>Where Comercial Escolà S.L. feels the complaint may take longer than 60 days to resolve, the APP Main Contact will:</p> <ol style="list-style-type: none">a) Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are requiredb) Provide regular updates to the complainant or appellant on the progress of the matter. The APP Main Contact will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the APP Main Contact will act immediately to implement any decision and/or corrective and preventative action that is required and advise the complainant of the outcome.	Main Contact
<p>Any documentation including written notes of the progress of a complaint, outcomes, actions and resolution, will be kept by Comercial Escolà S.L. and filed in the candidate's personal folder/file. Any complaint received that is not from a candidate, will be stored in the dedicated Complaints and Appeals folder maintained by Comercial Escolà S.L.</p>	Main Contact
<p>No Candidate, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaint and resolution process. A Candidate's progress through a study program will not be disrupted whilst a complaint is being heard unless the nature of the issue itself means further progress is not possible.</p>	Main Contact



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<p>Complainants are asked to observe strict confidentiality during all stages of the complaints resolution process.</p> <p>All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process. Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation, or support person) if they require.</p> <p>The complaints resolution process will be reviewed annually as part of the Comercial Escolà S.L. continuous improvement process.</p>	
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PROCEDURAL STEPS FOR APPEALS

Action	Responsibility
<p>Candidates are entitled to formally appeal the outcome of their assessment decision by completing the Complaints and Appeals Form, stating their case and providing as much detail as possible, and submit this to the Comercial Escolà S.L. Main Contact either by email or post. Candidates are to include the following information:</p> <ul style="list-style-type: none">• Submission date of appeal• Name of appeal• Nature of appeal• Supporting documentation regarding their assessment outcome Attachments (if applicable) <p>The Complaints and Appeals Form is available on the website at www.spiritessence.es or can be sent to the complainant on request.</p>	<p>All APP Education staff Candidate</p>



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<p>Once the Complaints and Appeals Form is received the details are recorded on the Complaints and Appeals Register which is reviewed and maintained by the APP Main Contact. Information recorded on the Complaints and Appeals Register includes:</p> <ul style="list-style-type: none">• A specific appeal number• Submission date of the appeal• Name of the appeal• Description of the appeal• Determined resolution (outcome)• Date of outcome	<p>APP Main Contact Candidate</p>
<p>The APP Main Contact will seek details from the Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party.</p> <p>The third party will be another Assessor appointed by the Comercial Escolà S.L. organisation. The APP Main Contact will notify the candidate in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. Once the process is completed, the APP Main Contact shall then inform the Complainant/Appellant of any decisions or resolutions reached in writing and the reasons for the resolutions. Resolutions can include but are not limited to:</p> <ul style="list-style-type: none">• Written undertaking or apology• Written agreements in regard to future behaviours or actions• Remedial action (e.g., improved practices, corrected records)• Issue of new or amended policies, procedures or guidelines• Conciliation/mediation between the parties under the guidance of a mutually accepted impartial third party (internal or external)	<p>Candidate Main Contact</p>



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<p>The Candidate will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Candidate is required to notify Comercial Escolà S.L. if they wish to proceed with the external appeals process.</p>	
<p>If the above steps have all been completed and the complainant is still dissatisfied, they may wish to file a complaint with WSET about the APP. Complainants should refer to WSET's Quality Assurance Team (qa@wsetglobal.com). Please note: WSET is only able to action complaints from complainants if they have been addressed with the APP and the complainant remains dissatisfied with the level of service and solutions offered.</p>	

CONTACT DETAILS

Comercial Escolà

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APP Main Contact:

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