

COMMITMENT TO SERVICE

The Appellation Authority commits to:

1. Professional and Helpful Service
2. Clear, Accessible and Timely Information
3. Transparency and Cost Effectiveness
4. Accessible Customer Service for People with Disabilities
5. Privacy and Confidentiality

SERVICE STANDARDS

Inquiries – response within 24 hours.

Online services – comprehensive coverage with less than 1% out of service time.

MEMBERSHIP

Generate application login – within 24 hours

Document review and activation – within 24 hours from receipt

WINE APPROVALS

Completion of sensory evaluation – within 10 days

Completion of chemical analysis testing – within 21 days (standard set by 3rd party-provider)

Completion of label review – within 2 days

COMPLIANCE

Our role includes verifying and enforcing compliance. We commit to conducting compliance activities in a transparent, respectful and fair manner.

Review of audit findings – at completion of audit

Record of audit results – within 14 days of completion