

## Complaint Form

*This form is to be used by any party who wishes to make a formal complaint to Ashley English Language Institute in writing.*

<b>Name:</b>
<b>Phone:</b>
<b>Date:</b>

**Details of Complaint. Tick where applicable.**

Training     
  Assessment     
  Facilities     
  Resources  
 Equipment

Student Service     
  Training Service     
  Treatment     
  System     
  Agent

**Details of Complaint:**

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**What action or response would you like to be done to resolve the complaint?**

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**Details of Actions Taken to resolve Complaint (To be completed by Ashley English Language Institute).**

**Staff Person Name:**

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**Date:**

\_\_\_\_\_

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**Detail the response or actions Ashley English Language Institute has taken to resolve the complaint.**

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**AELI Representative:**

\_\_\_\_\_  
(Signature)

**Date:**

\_\_\_\_\_  
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**Office use only**

<b>Application Received By</b>	<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Action Taken By</b>	<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>