

AES Complaints and Academic Appeals Form

Personal Information

Name:

Student Program:

Email Address:

Phone Number:

Nature of Complaint (Please tick the relevant box)

Administrative processes or delays

Poor customer service or miscommunication

Unprofessional conduct by staff or faculty

Physical or environmental issues (e.g., facilities)

General dissatisfaction with AES services

Other (please specify):

Complaint Details

Please describe your complaint in detail, including specific incidents, dates, individuals involved, and any previous attempts to resolve the matter informally. Attach any supporting documentation if necessary.

Steps Taken for Informal Resolution

Please describe any informal steps taken to resolve this issue (e.g., discussions with relevant staff, emails sent, etc.).

Desired Outcome

What resolution or action do you seek in response to your complaint?

Consent for Information Sharing

To process your complaint effectively, it may be necessary to share details with relevant staff members or external parties. All complaints will be treated in accordance with the [AES Privacy Policy](#).

Declaration

I confirm that the information provided in this complaint form is accurate and complete to the best of my knowledge.

Submission Instructions

Once completed, please submit this form via or email it to

complaints@angloeducational.com. AES will acknowledge receipt within 3 working days and aim to provide a resolution within 10 working days.