

## COMPLAINT FORM

*Since 2016, the AFA has been teaching French in the Annecy area. It is part of the Alliance Française network of excellence and professionalism, which includes more than 800 schools on 5 continents.*

As part of our quality approach, we welcome any complaints or dissatisfaction you may wish to express.

We invite you to complete this form and return it by e-mail to [contact@afannecy.com](mailto:contact@afannecy.com) or by post with acknowledgement of receipt in both cases to the following address:

Alliance Française Annecy  
12 boulevard du lycée  
74000 Annecy

### Identification of the person submitting a complaint

NAME: .....

First name: .....

Date: .....

Email address: .....

Telephone number: .....

Name of your organization: .....

Your status (trainee, manager/sponsor, funder, other): .....

Title of the course to which the complaint relates: .....

Dates of the course to which the complaint relates: .....

### Subject of complaint

- ☐ Reception/administration/processing and follow-up of my file
- ☐ Organisation of the training
- ☐ Teaching of the training
- ☐ Other (specify):

### Description of your complaint (Explain the problems you encountered)

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Alliance Française Annecy  
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