



Complaints Policy

Platinum Training Solutions is dedicated to high standards and a supportive learning environment. This policy ensures all complaints and appeals are handled promptly and fairly.

Complaints

Lodge complaints via email to info@platinumtrainingsolutions.com.au within 30 days of the incident. Complaints will be acknowledged within five working days and resolved within 20 working days. If dissatisfied, request a review by the CEO.

Appeals

Lodge appeals via email to info@platinumtrainingsolutions.com.au within 14 days of the assessment outcome. Appeals will be acknowledged within five working days and resolved within 20 working days. If dissatisfied, request a review by the CEO.

Confidentiality

All complaints and appeals are confidential.

Continuous Improvement

Complaints and appeals are reviewed to identify trends and areas for improvement.

For further information, contact us at info@platinumtrainingsolutions.com.au.