



## Complaints & Appeals Form

### Purpose

This form is used by students to lodge a formal complaint or appeal regarding any matter they perceive as offensive, unfair, discriminatory, or detrimental to their training experience at Platinum Education Pty Ltd

### Instructions for Students

1. Complete all required fields honestly and accurately.
2. Provide a detailed description of the complaint or appeal and attach relevant evidence.
3. Sign and date the declaration.
4. Submit the form to the Student Support Officer or via email [info@platinumeducation.qld.edu.au](mailto:info@platinumeducation.qld.edu.au)
5. You will receive a written acknowledgement within 5 business days, and the matter will be resolved per RTO policy.

<b>Student Details</b>	
<b>Name:</b>	
<b>Student ID:</b>	
<b>Course:</b>	
<b>Reason for or Nature of Complaint</b>	
<b>Your Complaints Details</b> (Please provide as much details as possible)  <i>Note: Attach any supporting documents with this form as applicable</i>	
<b>Student Declaration &amp; Signature</b>	
All the information I have provided in this form is true and accurate. I also understand that this complaint will be dealt with according to Platinum Education Pty Ltd Relevant Codes of Conducts, policies and procedures.	
<b>Sign:</b>	<b>Date:</b>

**ADMIN use only:**

Matter Referred to	<input type="checkbox"/> CEO	<input type="checkbox"/> Course Coordinator
	<input type="checkbox"/> Compliance Manager	<input type="checkbox"/> Appeals Committee
Comments of the Person Receiving the Form and Suggested Action		
<b>Signature</b>		<b>Date:</b>