**Grievance Reporting**

Stakeholders are encouraged to lodge grievances in writing through a letter, email or through this platform. The following email address should be used to lodge such written grievances [info@platinumcredit.co.ke](mailto:info@platinumcredit.co.ke) Grievances may also be lodged via telephone through the Call Centre or verbally in any of our branches.

We are committed to making a prompt and thorough response to any submission received.

We will acknowledge all messages within two working days and have a full response within five working days.

**Submit a grievance**

**Name**

**Email Address**

**Date**

**Please, describe the event/circumstance leading to grievance:**

**Please, provide a detailed account of occurrence (please include names of persons involved, if any):**

**Has any corrective action been taken to address the grievance?**

**What is the proposed corrective action to address the grievance?**

**Submit**