



MLA
COLLEGE

Complaints Procedure

Complaints Procedure
Sponsor: Vice-Rector (Professional Services)
Version 5.0 (January 2026)
Next review: January 2027

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Version	Date Approved	Author / Owner Approving Authority	Summary of Changes	Next Review Date
1.0	01/01/2022	Academic Register	Initial release	01/01/2023
2.0	01/01/2023	Academic Register	No changes	01/01/2024
3.0	01/01/2024	Vice-Rector (professional Services)	Change in sponsor, small layout change.	01/01/2025
4.0	01/01/2025	Vice-Rector (professional Services)	No changes	01/01/2026
5.0	01/01/2026	Vice-Rector (professional Services)	Version control inserted.	01/01/2027

1. MLA College follows the University of Plymouth complaints procedure which can be found on the University of Plymouth [website](#). A diagrammatic representation of the procedure is set out in Annex A to this document.

2. This procedure outlines the type of complaints that can be made, and which complaints will not be considered. All complaints must follow the steps outlined in the procedure, starting with an Early Resolution Stage. MLA College requires all complainants to complete an Early Resolution complaint form which can be found on our [website](#).

Annex A to MLA College Student Complaint Procedure

