

**MLA College Complaints Form**

**Early Resolution Stage**

Please use this form to lodge a complaint at the Early Resolution Stage in line with the University of Plymouth’s Complaints Procedure which also applies to its partner institutions (MLA College being a partner institution of the University of Plymouth) and which can be found [here](https://www.plymouth.ac.uk/student-life/your-studies/essential-information/complaints-appeals/make-complaint).

You are expected to make the complaint yourself but in exceptional situations you can ask a relative or supporter to make a complaint on your behalf. You must give your explicit written consent for someone to do so.

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| --- | --- |
| **Personal information** |  |
| First name \* |  |
| Surname \* |  |
| Student reference number \* |  |
| Programme |  |
| Stage of study (year 1, year 2, etc.) |  |

|  |  |
| --- | --- |
| Your complaint |  |
| Are you submitting a complaint on behalf of a group? | Yes/No |
| What is your complaint? \* |  |
| What action have you taken already to resolve your complaint? \* |  |
| What response have you received? \* |  |
| What is it about this response that is not satisfactory? \* |  |
| What outcome do you wish your complaint to achieve at the Early Resolution Stage? |  |
| Provide any other information about your case that might be important. |  |

Please return this form to: [student.support@mla.ac.uk](mailto:student.support@mla.ac.uk)