



**MLA**  
**COLLEGE**

# Complaints Procedure

Complaints Procedure  
Sponsor: Vice-Rector (Professional Services)  
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MLA College is committed to helping achieve the United Nations Sustainable Development Goals. Whilst consideration has been given to the design of this document to reduce the use of printer ink and paper, please consider the environment before printing and only do so if absolutely necessary.

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](#).



# Student Complaints Procedure

Before raising a complaint under the Student Complaints Procedure, which may not be the quickest, most effective or most appropriate way of dealing with your complaint, consider whether it may be better to raise your complaint with your module leader, your personal tutor, programme leader or Head of School.

