



# Terms & Conditions for the MLA College Virtual Suggestion Box

Terms & Conditions for the MLA College Virtual Suggestion Box  
Sponsor: Student Experience Manager  
Version 1.0 (August 2024)  
Next review: August 2025

MLA College is committed to helping achieve the United Nations Sustainable Development Goals.  
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# 1. Introduction

1.1 Welcome to the Virtual Suggestion Box of MLA College (hereafter referred to as "the Institution"). The service is designed to collect feedback, suggestions, and ideas from both current and graduate students to improve the overall experience at the Institution. By using this Service, you agree to the following Terms and Conditions.

## 2. Eligibility

2.1 This service is available to current and graduate students of the Institution. By using this service, you confirm that you are part of one of these groups.

## 3. Guidelines

3.1 **Content:** Suggestions must be relevant to the Institutions operations, environment, or academic programmes. Inappropriate content, including but not limited to offensive, defamatory, or discriminatory remarks, is strictly prohibited. This service is not designed for formal complaints, grades and/or coursework queries.

3.2 **Anonymity:** Submissions can be made anonymously. However, if follow-up is necessary or requested by the submitter, providing contact information is encouraged. The Institution will take reasonable steps to ensure the confidentiality of all submissions. However, complete confidentiality cannot be guaranteed.

3.3 **Data:** Submissions must not include confidential or sensitive information about individuals without their consent.

3.4 **Review Process:** All suggestions will be reviewed by a designated committee. The Institution reserves the right to determine the feasibility and implementation of suggestions.

3.5 **Ownership:** By submitting a suggestion, you grant the Institution a non-exclusive, royalty-free, perpetual license to use, reproduce, and modify the content of the suggestion.

3.6 **Attribution:** If a suggestion leads to a significant change or implementation, the institution may choose to acknowledge this within the 'you said, we did' feedback mechanism portrayed publicly on the MLA College website, and other public platforms, including but not limited to MLA College social media channels.

## 4. Review and Response

4.1 The Institution reserves the right to review, edit, or remove any submission that violates these terms and conditions.

4.2 Not all submissions will receive a direct response. However, the Institution values all feedback and will consider all suggestions in its decision-making processes.

## 5. Disclaimer and Limitation of Liability

5.1 **No Obligation:** The Institution is not obligated to act upon any suggestion submitted through the Service.

- **No Guarantees:** The Institution University does not guarantee the implementation or consideration of any suggestion.

## 6. Amendments

6.1 The Institution reserves the right to modify these terms and conditions at any time. Any changes will be effective immediately upon posting on the MLA College webpage. Your continued use of the service after such changes constitutes your acceptance of the new terms and conditions.

## 7. Contact Information

7.1 For any questions or concerns regarding these terms and conditions, please contact:  
[Student.Experience@MLA.ac.uk](mailto:Student.Experience@MLA.ac.uk)

## 8. Acceptance of Terms and Conditions

8.1 By using the Virtual Suggestion Box, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.