



**MLA
COLLEGE**



COMPLAINTS PROCEDURE

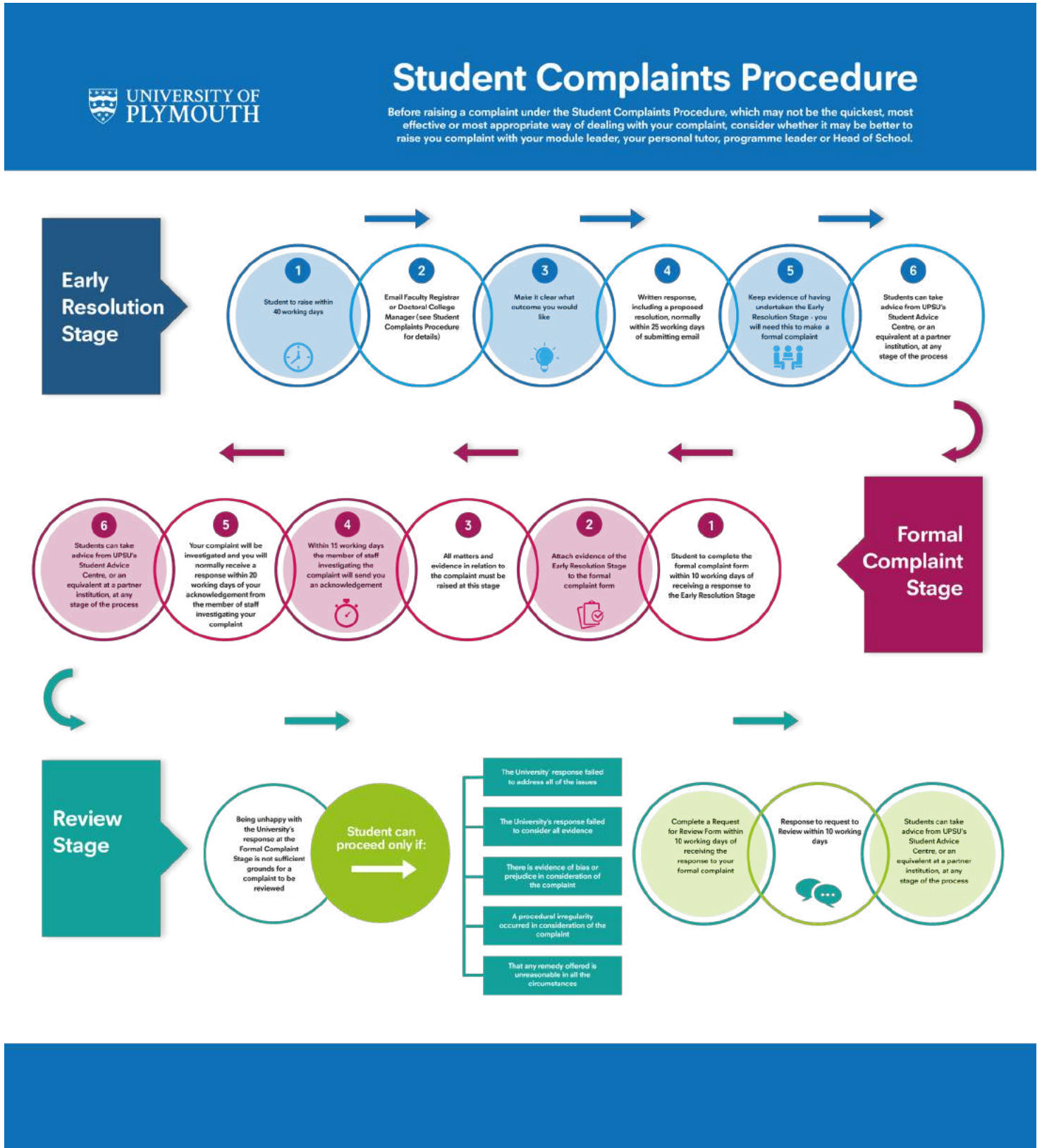
2022

1. Complaint Procedure for Plymouth University Students

- 1.1 MLA College follows the University of Plymouth procedure which can be found on [their website](#). A diagrammatic representation of the procedure is set out in '[Figure 1.3: University of Plymouth Student Complaints Procedure](#)'.

- 1.2 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](#).

Figure 1.3: University of Plymouth Student Complaints Procedure



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MLA College (Reg: 9188277). Registered address: C1 Apollo Court, Plymouth, Devon, UK.

Contact:

info@mla-uk.com

+44 (0) 203 997 7555

www.mla-uk.com