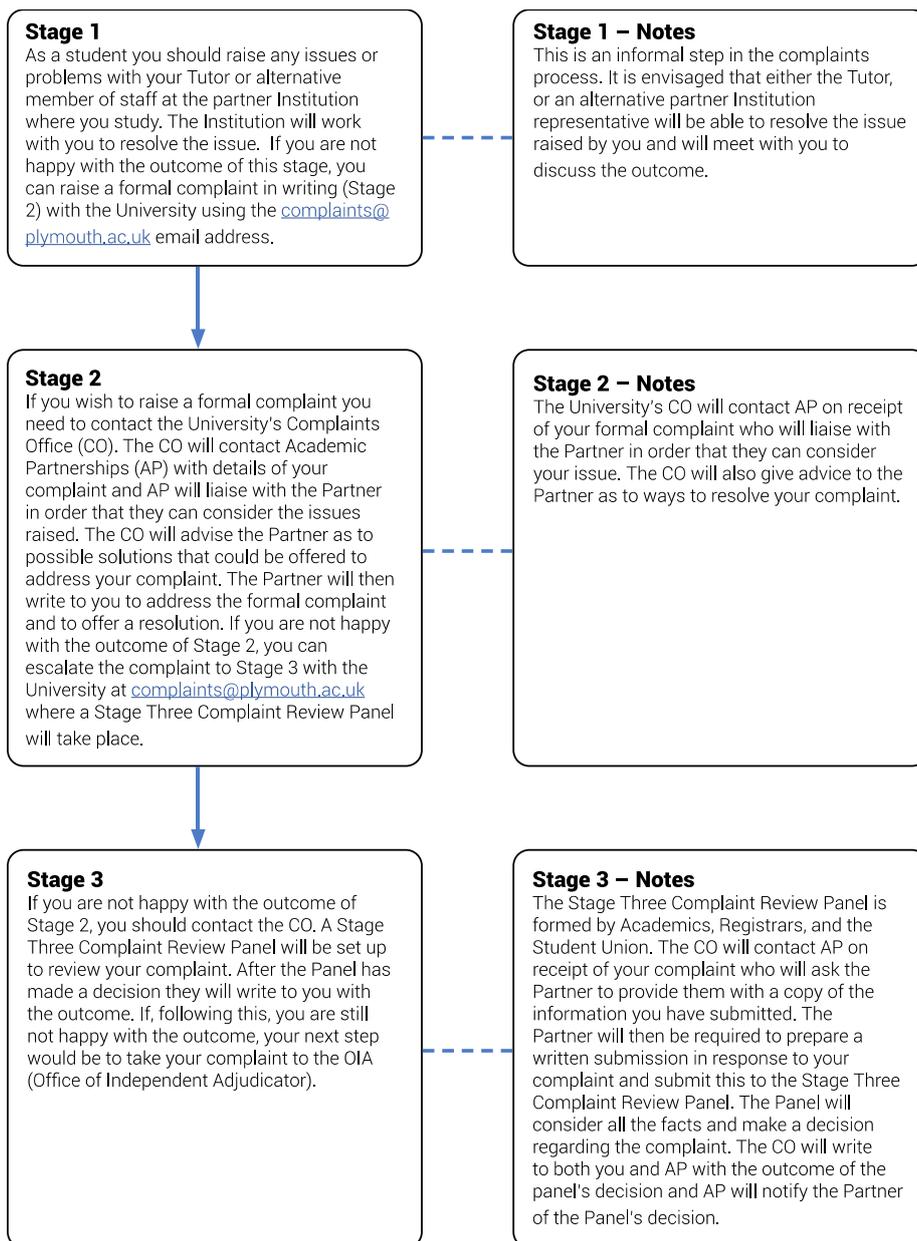




MLA COLLEGE COMPLAINTS PROCEDURES

MLA College formally follows the University of Plymouth's complaint procedure as set out below. This procedure can also be found in the Student Handbook (https://www.mla-uk.com/images/PDF/MLA_COLLEGE_Student_Handbook.pdf).



The only exception to the complaint procedure is set out below and relates to complaints and appeals on admissions decisions which are set out below and can also be found (insert link to Admissions Statement).

COMPLAINTS AND APPEALS AGAINST ADMISSIONS AND APPLICATIONS

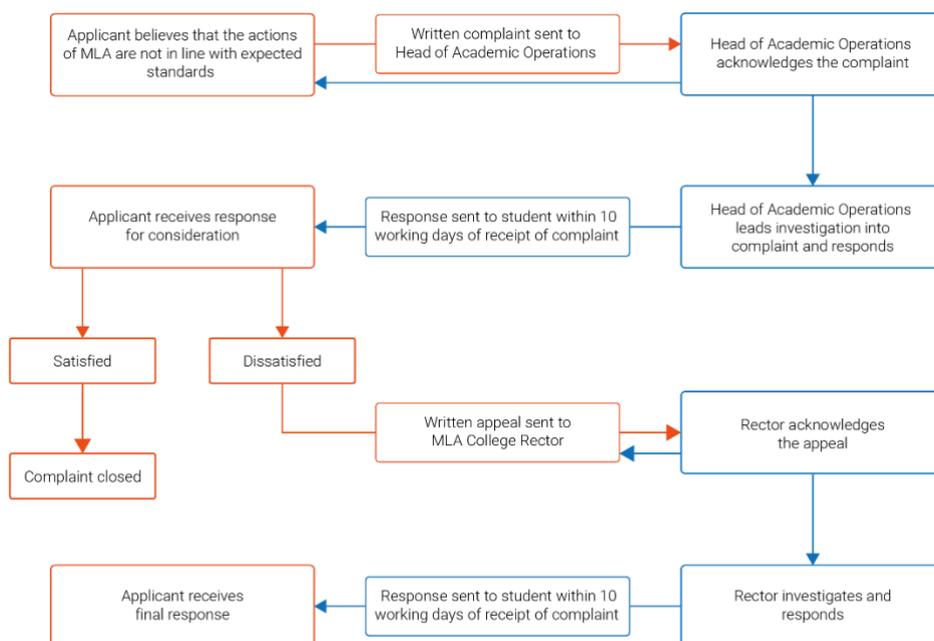
Complaints

Each application is considered and processed in a fair and transparent way. If an applicant believes that, in the processing of its application, the actions of MLA are not in line with expected standards then an applicant may make a complaint. A complaint relates to the operation of the College’s admission and application process and/or its outcome, or the actions or behaviour of a member of staff involved in the admissions process. Should an applicant wish to make a complaint, they are advised to put their complaint in writing to the Head of Academic Operations who will acknowledge the complaint, investigate and respond on behalf of the College. Applicants should expect to have a response with a decision within 10 working days of receipt of the letter.

Appeals

An application is considered in accordance with our principles and offers are made based on the information provided on the application form and the relevant entry requirements. If an applicant believes that, in its consideration of their application, the actions of MLA College are not of the standard expected then an applicant may make an appeal. An appeal should relate to the process of decision making rather than the decision itself which is a question of academic judgment. There is no automatic right of appeal against a decision on whether or not to offer a place. Should an applicant wish to appeal, they are advised to put their concerns in writing to the Rector, MLA College who will acknowledge the appeal, investigate and respond on behalf of MLA College. Under normal circumstances, applicants should expect to have a response within 10 working days of receipt of the letter.

MLA College reserves the right to exclude an applicant who is considered, on justifiable grounds, to be unsuitable for a place on a particular programme according to individual circumstances.



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