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| Poppy Legal: Complaints Service |
| REFERRAL FORM |
| Consent to referral given:  |  |
| Date:  |  |
| Referral agency |  |
| Referrer’s detailsName:Email:Telephone: |   |
| Service User Details |
| Name |  |
| DOB |  |
| Address |  |
| Nationality |  |
| Interpreter required and language |  |
| Contact telephone number |  |
| Immigration Status | Please delete as appropriate: Awaiting initial Home Office decisionAwaiting appeal hearing / determination Appeal rights exhausted Fresh claim being prepared / submitted No application pending Granted status Positive / negative Reasonable Grounds decisionPositive / negative Conclusive Grounds decision |
| Details of complaint |
| Agency / Public authority  |  |
| Brief details of complaint |
| Please provide brief details of the complaint, including dates, action taken and response given, names of people involved etc. Please also provide us with a list of any correspondence provided with this referral. Please make it clear whether this referral is *urgent.*  |
| How did you hear of Poppy Legal Complaints Service?  |
|  |

Please send your completed form and any documents to:

By email: poppylegal@eavesforwomen.org.uk

Please title the subject of your email: ‘Complaint – [Service User’s name]’

By fax: 020 7820 8907

By post: Poppy Legal

 Eaves

 Unit CC01, Canterbury Court

 Kennington Business Park

 1-3 Brixton Road

 London

 SW9 6DE

We will endeavour to respond to your referral within 48 hours.