|  |  |
| --- | --- |
|  | |
| Poppy Legal: Complaints Service | |
| REFERRAL FORM | |
| Consent to referral given: |  |
| Date: |  |
| Referral agency |  |
| Referrer’s details  Name:  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 decision  Awaiting appeal hearing / determination  Appeal rights exhausted  Fresh claim being prepared / submitted  No application pending  Granted status  Positive / negative Reasonable Grounds decision  Positive / 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](mailto: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.