

ASRU Complaints Form

**Please send your completed form to:** [ASRUOperationalRelationshipManagement@Homeoffice.gov.uk](mailto:ASRUOperationalRelationshipManagement@Homeoffice.gov.uk).

**Contact Details**

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| **Establishment name:** |  |
| **Establishment number:** |  |
| **Name:** |  |
| **Role:** |  |
| **Telephone number:** |  |
| **Email address:** |  |
| **PPL/PIL number if applicable:** |  |

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| **Have you tried an informal approach to try and resolve your complaint?**  **YES**  **NO** |
| **If yes, please provide details of the outcome.** |

**Please tick the area the complaint relates to.**

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| **Compliance Assurance** | **Licensing** | **Other** |

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| **Does this complaint relate to an ongoing non-compliance investigation?**  YES  **NO** |
| **If yes, please contact Compliance Assurance in the first instance**  **at** [ASRUEnforcement@HomeOffice.gov.uk](mailto:ASRUEnforcement@HomeOffice.gov.uk) |

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| **Please provide details of the complaint and set out the facts as fully as possible.** *Include what went wrong; when it happened; who you dealt with; and what you would like to happen next.* | |
|  | |
| **Date sent:** |  |