

COMPLAINTS ABOUT LICENSED PREMISES

As Licensing Authority, the Council wants to maintain high standards in all licensed premises. The Licensing Act 2003 controls the sale of alcohol, the provision of regulated entertainment (which includes live and recorded music, dancing, the performance of plays and the exhibition of films) and the provision of hot food or drink after 11pm. Whilst such standards are maintained with a great deal of co-operation with licensed premises, there may be occasion that you feel you need to make a complaint. We will handle any information provided to us in accordance with our [Privacy Notice](#)

If you believe a premises is contravening any aspect of their licence - for example serving alcohol after permitted hours, providing unlicensed activities or serving alcohol to underage patrons - you can make a complaint to us and we will investigate.

There are however some complaints where we are not the enforcing body. We will not investigate complaints that do not involve licensing – for example, complaints about poor service or contract disputes. Noisy premises may be investigated by Environmental Health, but could also involve our Anti-Social Behaviour team and the police.

After receipt, the Licensing Monitoring & Compliance Officer will investigate your complaint and will contact you to discuss it. In some circumstances, it may be necessary for the matter to be reported to the council’s Regulatory Services Committee or for the individual concerned to be prosecuted in the Magistrates’ Court, when you may be asked to attend to give evidence.

YOUR DETAILS	
Mr / Mrs / Miss / Other:	
First Name:	
Family Name:	
Your address:	
Post Code:	
Daytime contact number:	
Email address:	

DETAILS OF THE PREMISES
Name of the premises:
Address of the premises:

DETAILS OF INCIDENT/COMPLAINT

Date and time of the incident:

Please give details of your complaint, being as specific as possible (please continue on separate sheet if necessary):

Have you contacted the premises about this incident?

If yes to above question, what did they do?

Please state if you have reported this incident to any other agency or department e.g. Police, Environmental Health, Trading Standards:

Were the police called? YES / NO
If yes please give details of crime number and /or police officer involved:

ANY OTHER COMMENTS OR INFORMATION THAT MAY ASSIST:

Do you agree to this form being used by Licensing at Three Rivers District Council, as evidence? YES / NO

Signed: _____

Date: _____

Please email this form to: licensing.team@threerivers.gov.uk

Or please print and return it to: The Licensing Team, Three Rivers District Council, Three Rivers House Northway, Rickmansworth, Herts WD3 1RL