

DPS-05

Licence Review Response and Escalation Policy

Read this before you need it.

A licence review can be triggered by the police, the licensing authority or another responsible authority under s.51 of the Licensing Act 2003. A review notice carries a statutory deadline for representations. Missing that deadline, or the DPS finding out about it late, makes a bad position worse.

Rules

- Any letter, email or visit from the police or the licensing authority is passed to the DPS the same day, whether or not the DPS is on site.
- Any review notice is logged immediately with its deadline, and the deadline is treated as fixed, not indicative.
- Staff never respond to a licensing authority or police enquiry on the DPS's behalf without being told to.
- The DPS, not a deputy, decides how the premises responds to a review, unless the DPS is genuinely uncontactable, in which case the premises licence holder decides.
- Every incident, refusal or complaint that could plausibly reach a licensing authority is logged and available, not just the ones that already have.

Correspondence and escalation log

Date received	From	Subject	Deadline	Action required	Actioned by	Date closed
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Scope and limitations — read before use

IMPORTANT — SCOPE AND LIMITATIONS. This document is a template and guidance product. It is a starting point, not a finished assessment. Every premises is different, and only the premises licence holder and the DPS know their own site, staff and operation. The legal duties under the Licensing Act 2003 and all other relevant law remain with the premises licence holder and the DPS at all times and cannot be transferred to PHW Services or to any document. You must read, adapt and complete this material for your own premises, satisfy yourself that it is suitable, and seek competent legal advice where you are unsure. PHW Services does not warrant that using this pack will prevent an incident, prevent enforcement action or a licence review, or achieve compliance in any particular case. Nothing in this

pack is approved or endorsed by the Home Office or any licensing authority. Always refer to the current section 182 guidance and legislation at [gov.uk](https://www.gov.uk), which may have changed since this pack was written.