



**Detention services – customer service unit:
Complaints handling feedback form**

Section A: Handling of the complaint

1. Did you understand how your complaint would be dealt with Yes ☐ No ☐

Comments.....

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2. Were you kept informed of the progress of your complaint Yes ☐ No ☐

If no, what should we have done?

.....

.....

3. Were you told when to expect a reply? Yes ☐ No ☐

Section B: The reply

3. Did you understand the reply to your complaint? Yes ☐ No ☐

(If yes, go to question 5)

4. If no, what made it hard to understand? (For example, was the wording complicated or confusing?)

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5. Did the reply answer everything you complained about? Yes ☐ No ☐

6. Was your complaint about the conduct of a member of staff? Yes ☐ No ☐

7. Did we explain what would happen next? Yes ☐ No ☐

8. Did we do what we said we would? Yes ☐ No ☐

9. What could we have done better?

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.....

11. Was your complaint dealt with on time? Yes ☐ No ☐

12. On a scale of one to five, please indicate how satisfied you were with the way your complaint was handled – please remember that we cannot affect the outcome of your complaint.

1	2	3	4	5
Very Poor	Poor	Satisfactory	Good	Very Good

If you were satisfied with the service, please state why
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.....
.....

If you were not satisfied with the service, please state why not
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.....
.....

13. We may want to contact you again to ask you further questions, would you be happy for us to do so?

Yes ☐ No ☐

Optional:

Name:

Complaint number – if known:

Contact number:

We value your opinion and we want to use your views to help us improve the way that we deal with complaints. So, if there is anything else you would like to tell us about they way that we handled your complaint, anything we did poorly, or anything we did well, please let us know.

On completion: Please put the completed questionnaires into one of the complaints boxes or alternatively forward to: Detention services customer service unit, UK Border Agency, criminality and detention group, 2nd floor, Bedford Point , 35 Dingwall Rd, Croydon CR9 2EF

Fax No: 020 8603 8030
Email: Detentionservicescomplaints@homeoffice.gsi.gov.uk

Thank you for taking the time to complete this questionnaire.