



DETENTION SERVICES

MAKING A COMPLAINT



Guidance on how to make a complaint

Please read these notes before you complete a complaint form.

- 1 We aim to provide a consistently high standard of service. However, we acknowledge that on occasion things may go wrong or people may not always be happy with the way they have been treated or with decisions taken which affect them. We therefore operate a comprehensive complaints system to allow people to raise their concerns, complaints or grievances.

Making a complaint

- 2 Complaints should wherever possible be resolved **informally** by speaking to either UK Border Agency staff or the staff working in this immigration removal centre, short-term holding facility, holding room or escort vehicle. **Only use this form if you have been unable to resolve your complaint this way or if the issue is about a particularly serious or sensitive matter which you are reluctant to discuss with staff.**
- 3 Your complaint should usually be made within three months of the date of an incident or other matter occurring. Complaints received after this period may not be accepted.
- 4 Please try and write your complaint in English where possible. Complaint forms and these guidance notes are available in a range of languages to help you, but if your complaint is written in a language other than English, it will still be translated. This will, however, result in it taking us longer to provide you with a reply.
- 5 Please provide as much detail as possible. We will contact you if we require more information.
- 6 If you are still being detained by the UK Border Agency, both the agency and centre staff who work there are available to help you complete the form.
- 7 You should provide details of any person who witnessed the incident or who was with you at the time of the incident.
- 8 When you have completed the form, sign and date it and place it in the UK Border Agency complaints box. Complaints boxes are located in all immigration removal centres and short term holding facilities. Boxes are opened once a day by a UK Border Agency member of staff.
- 9 If you are no longer detained, or wish to submit your complaint in confidence you may submit your complaint by email to:

DetentionServicesComplaints@homeoffice.gsi.gov.uk

Please note that email responses will not be sent by a secure channel.

- 10 Submission of a complaint will not affect any decision relating to your immigration status nor will it delay any decision to either grant you admission or to remove you from the United Kingdom.
- 11 You are therefore encouraged to provide a forwarding address or email address to which the outcome of your complaint can be sent if you have left the detention estate, or the United Kingdom. This is particularly important if you are currently detained in a holding room at a port of entry or a reporting centre as you may have left this location before your complaint has been considered.

Investigating your complaint

- 12 A letter will be sent to you to acknowledge your complaint, to inform you who will be investigating your complaint and when you are likely to receive a response.
- 13 Any complaint which makes an allegation of criminal behaviour will be referred automatically to the police and you will be provided with their reference number. It is open to you to discuss the matter with the police directly if you wish and staff can advise you how to do so.
- 14 Investigating your complaint may require that a member of staff be interviewed. If you are concerned about this then please speak to the UK Border Agency manager, in confidence, where you are detained.
- 15 When we write to you about your complaint, our letters will be provided in English only. However, you may ask centre staff (UK Border Agency or supplier) or the IMB and detainee welfare groups where you are detained to help translate this for you.
- 16 We will deal with your complaint as quickly as we possibly can. Our timescales, for doing so are:
 - a. If the matter is about where you are currently being held – 10 working days
 - b. If the matter is about another place of detention – 10 working days
 - c. If the matter is about the escorting service (but not the conduct of staff) – 15 working days
 - d. If the matter is about the conduct of staff but is of a minor nature – 15 working days
 - e. If the matter is about the conduct of staff but is of a serious nature – 12 weeks.
 - f. If the matter is about your medical care within an IRC – 15 working days. Please note that in Dover, Lindholme, Haslar and Morton Hall, medical services are provided by the National Health Service and it may take longer to respond to your complaint. Complaints of this nature should be placed in an envelope clearly marked 'medical complaint'.
 - g. If the matter is for another part of the UK Border Agency – 20 working days. Please note the response will not be sent by detention services.

The above timescales are calculated from the day we receive your complaint.

- 17 Your complaint will be investigated thoroughly and the response will explain what we have found. It will either be fully substantiated (that is we have upheld your complaint) partly substantiated (that is we have upheld certain parts of your complaint but not other parts) or not substantiated (that is we have not upheld any part of your complaint).
- 18 In certain circumstances your complaint may be closed without an outcome. For example, we might do this if you do not assist or co-operate with any investigation.

Prisons and Probation Ombudsman

- 19 If you are not satisfied with the response provided to your complaint then you have the right to refer your complaint to the Prisons and Probation Ombudsman, who is independent of the UK Border Agency. Details of how to contact the Ombudsman will be provided with your response.

20 Please note the Ombudsman cannot investigate matters relating to your immigration status, the decision to detain you, or any decision to remove you from the United Kingdom. The Ombudsman will also not normally investigate complaints until they have been investigated by detention services or our suppliers first.

Other types of complaints

National Health Service

21 If your complaint is regarding medical treatment that you received in a National Health Service facility (for example a hospital) you should contact the Health Care Provider where you attended or the local Primary Care Trust for the geographical area where you were treated. Further advice can be found on the following website:

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx>

The Police

22 If your complaint is regarding the conduct of police officers you should contact the police force responsible for the geographical location of where the incident took place or you can use the following website:

http://www.direct.gov.uk/en/CrimeJusticeAndTheLaw/ThePolice/DG_182255

23 In addition you can contact the Independent Police Complaints Commission at:

http://www.ipcc.gov.uk/Pages/how_complaint.aspx

Other parts of the UK Border Agency

24 Please note that if your complaint is for another business area of the UK Border Agency your complaint will be forwarded to the relevant department to investigate. You can also use the following website to send a complaint direct to another UK Border Agency department:

<http://www.ukba.homeoffice.gov.uk/contact/makingacomplaint/>

Complaints from children

25 We will investigate all complaints submitted by children as seriously as we would a complaint submitted by an adult. Alternative complaint forms are available for children in all facilities where children may be held.

Date complaint received:

Case owner Name:

Case owner Team:

DCF 9

Detention services complaint registration form

Detention centre rule 38

Family name:	First name(s):
Date of birth:	Nationality:
Home Office case reference number, CID reference or port reference:	Current location (centre, short-term holding facility, other):
Location where the incident you are referring to in your complaint occurred (centre, short-term holding facility, other):	

Have you spoken to anyone about your complaint previously?

Yes

7

No

7

If yes, who did you speak to?

Details of your complaint:

1. General Information	
1.1	Name of the Institution: _____
1.2	Address: _____
1.3	City: _____ State: _____ Zip: _____
1.4	Phone: _____ Fax: _____
1.5	E-mail: _____
1.6	Website: _____
1.7	Year of Establishment: _____
1.8	Number of Students: _____
1.9	Number of Teachers: _____
1.10	Number of Non-Teaching Staff: _____
1.11	Number of Classrooms: _____
1.12	Number of Laboratories: _____
1.13	Number of Libraries: _____
1.14	Number of Sports Grounds: _____
1.15	Number of Hostels: _____
1.16	Number of Canteens: _____
1.17	Number of Medical Rooms: _____
1.18	Number of Art Rooms: _____
1.19	Number of Music Rooms: _____
1.20	Number of Computer Rooms: _____
1.21	Number of Other Rooms: _____
1.22	Number of Total Rooms: _____
1.23	Number of Total Staff: _____
1.24	Number of Total Students: _____
1.25	Number of Total Classrooms: _____
1.26	Number of Total Laboratories: _____
1.27	Number of Total Libraries: _____
1.28	Number of Total Sports Grounds: _____
1.29	Number of Total Hostels: _____
1.30	Number of Total Canteens: _____
1.31	Number of Total Medical Rooms: _____
1.32	Number of Total Art Rooms: _____
1.33	Number of Total Music Rooms: _____
1.34	Number of Total Computer Rooms: _____
1.35	Number of Total Other Rooms: _____
1.36	Number of Total Rooms: _____
1.37	Number of Total Staff: _____
1.38	Number of Total Students: _____
1.39	Number of Total Classrooms: _____
1.40	Number of Total Laboratories: _____
1.41	Number of Total Libraries: _____
1.42	Number of Total Sports Grounds: _____
1.43	Number of Total Hostels: _____
1.44	Number of Total Canteens: _____
1.45	Number of Total Medical Rooms: _____
1.46	Number of Total Art Rooms: _____
1.47	Number of Total Music Rooms: _____
1.48	Number of Total Computer Rooms: _____
1.49	Number of Total Other Rooms: _____
1.50	Number of Total Rooms: _____
1.51	Number of Total Staff: _____
1.52	Number of Total Students: _____
1.53	Number of Total Classrooms: _____
1.54	Number of Total Laboratories: _____
1.55	Number of Total Libraries: _____
1.56	Number of Total Sports Grounds: _____
1.57	Number of Total Hostels: _____
1.58	Number of Total Canteens: _____
1.59	Number of Total Medical Rooms: _____
1.60	Number of Total Art Rooms: _____
1.61	Number of Total Music Rooms: _____
1.62	Number of Total Computer Rooms: _____
1.63	Number of Total Other Rooms: _____
1.64	Number of Total Rooms: _____
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1.69	Number of Total Libraries: _____
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1.74	Number of Total Art Rooms: _____
1.75	Number of Total Music Rooms: _____
1.76	Number of Total Computer Rooms: _____
1.77	Number of Total Other Rooms: _____
1.78	Number of Total Rooms: _____
1.79	Number of Total Staff: _____
1.80	Number of Total Students: _____
1.81	Number of Total Classrooms: _____
1.82	Number of Total Laboratories: _____
1.83	Number of Total Libraries: _____
1.84	Number of Total Sports Grounds: _____
1.85	Number of Total Hostels: _____
1.86	Number of Total Canteens: _____
1.87	Number of Total Medical Rooms: _____
1.88	Number of Total Art Rooms: _____
1.89	Number of Total Music Rooms: _____
1.90	Number of Total Computer Rooms: _____
1.91	Number of Total Other Rooms: _____
1.92	Number of Total Rooms: _____
1.93	Number of Total Staff: _____
1.94	Number of Total Students: _____
1.95	Number of Total Classrooms: _____
1.96	Number of Total Laboratories: _____
1.97	Number of Total Libraries: _____
1.98	Number of Total Sports Grounds: _____
1.99	Number of Total Hostels: _____
1.100	Number of Total Canteens: _____

What would you like to see done about your complaint?

Please provide a forwarding/email address if you wish to receive a reply after you have left detention. If you have chosen to receive a response to your complaint by email, you will have declared that you do not wish to have the e-mail encrypted.

Forwarding address or email address: _____

I wish to receive response by email (not encrypted):

☐

A copy of your complaint, unless it is marked as a medical complaint, will automatically be shared with the Independent Monitoring Board (IMB) to allow them to monitor the way in which your complaint is handled. Further details about the role of the IMB can be found displayed within the centre.

If you **do not wish** the IMB to see a copy of your complaint or response please tick this box:

☐

If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records. Do you give your permission for the investigating officer to have access to your medical records?

Yes

☐

No

☐

Signature:

Date:

Submission of a complaint will not affect consideration of your immigration case and will not prevent you being removed from the United Kingdom

Now place this form in the UK Border Agency complaints box