



**Criminality and detention group**

Detention services  
Complaints section  
2<sup>nd</sup> floor  
Bedford Point  
35 Dingwall Road  
Croydon  
CR9 2EF

[Addressee name]  
[First line of address]  
[Second line of address]  
[Third line of address]  
[Postcode]

DD/MM/YYYY

Dear

Complaint ref no: **[DS/MC/ZZ]**

I am writing to inform you that I have received the complaint written by you on **[DD/MM/YYYY]** regarding an incident that you claim arose on **[DD/MM/YYYY]**.

It is the policy of both the UK Border Agency and detention services that complaints should wherever possible, be lodged within three months of the alleged incident.

In certain circumstances, as set out in both the UK Border Agency and detention services complaints guidance, a complaint raised later than three months following the incident may be considered. However, in this instance, you have failed to provide sufficiently compelling reasons why the complaint was not submitted before that period ended.

I therefore have to inform you that your complaint will not be investigated.

Yours sincerely

Detention services customer service unit

**Detention services – detain, protect, prepare**