

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

DD/MM/YYYY

Dear

Complaint ref no: [DS/MC]

I was most concerned to receive your complaint dated [add the date of the complaint] regarding [add the subject matter of the complaint].

I have now completed my investigation into your complaint and am pleased to offer the following response.

However before I do so, may I take this opportunity to say how sorry I am that you have felt the need to make a complaint. We aim to provide the highest standard of care to detainees. Complaints are always treated seriously and used as an opportunity to learn and improve services.

The investigation into your complaint was conducted by [either the person responding to the complainant or the name of the investigating officer]. It involved [summarise the process i.e. a review of CCTV footage, interviews with staff, examination of records etc.].

Your letter contained [insert number i.e. one, two, three] main issues of complaint, which I would now like to address.

[Use the following paragraphs as EXAMPLES which should be adapted depending on the complaint and the results of the investigation]

Firstly, you felt unhappy with [add the main issue that is being complained about i.e. being unable to access belongings]. Having carefully considered this aspect of your complaint, it is my view that this could have been handled better by centre staff and I have therefore found it to be [substantiated / partially substantiated]. I have arranged for [explain what action has been taken] to help prevent a recurrence.

Secondly, you complained that [describe the allegation]. Having reviewed this issue by [summarise the process], I have concluded that although staff acted in a reasonable way, I appreciate that the action of the [named officer] may have made you feel distressed and I wish to offer my sincere apologies if this was the case. I have therefore found this aspect of

your complaint to be substantiated / partially substantiated / not substantiated.

[Consideration has to be given as to whether this aspect of the complaint is substantiated / partially substantiated / not substantiated].

[OR]

You complained that [describe the allegation]. Having carefully considered this aspect of your complaint and having reviewed this issue by [summarise the investigation process that was conducted], I have been unable to uphold your complaint because [summarise the reasons why]. I have therefore found your complaint to be Not Substantiated.

I am sorry that this may be disappointing for you, but I hope that you feel satisfied with the explanation I have given and the process I followed whilst investigating your complaint. I hope you feel satisfied with the way in which your complaint has been handled. However, should you wish to discuss any aspect of this complaint, please do not hesitate to contact me.

To help us continually improve our complaints handling process, we have enclosed a complaints handling feedback form with this letter which we ask that you complete and return to us by posting it in the UK Border Agency complaints box.

If you remain dissatisfied, you may also appeal to the Prison and Probation Service Ombudsman (PPO) who is independent of the UK Border Agency and [contractor's name]. You must do this within three months of receiving this letter. I have enclosed a leaflet which explains the process. The PPO cannot deal with any complaints relating to your immigration status, including any decision to remove you from the United Kingdom, nor does the PPO deal with complaints about healthcare.

Or, if a clinical complaint;

If you remain dissatisfied with the outcome, you may refer the matter to the company responsible for the provision of healthcare at the Centre, or in the case of those centres operated by the Prison Service, to the local Primary Care Trust.

You may at this stage also write to the director of detention services and request that the matter is considered by the joint Department of Health – UK Border Agency Clinical Governance Board.

Thereafter, you may refer to the Care Quality Commission or if the treatment occurred in Scotland, to the Scottish Commission for the Regulation of Care.

Thank you for bringing your concerns to our attention.

Yours sincerely

[Investigating officer]

[Position]

[Contractor]