



[Detention services customer service unit address]

[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 am writing to you regarding the above complaint that you submitted on [DD/MM/YYYY].

[UK Border Agency office or contractor] wrote to you on [DD/MM/YYYY] requesting that you provide further information which would allow an investigation to take place, but to date they have not heard from you.

I must now advise you, that if no information is forthcoming within 14 days from the date of this letter, your complaint will be closed.

Yours sincerely

Detention services customer service unit

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