



Home Office

# **IMMIGRATION ENFORCEMENT**

## **MAKING A COMPLAINT**

## **Please read these notes before you complete a complaint form.**

1. Immigration Enforcement is committed to providing a professional, fair, efficient, courteous and helpful service and expects a similar commitment from its suppliers. The definition of a complaint is *"any expression of dissatisfaction about the service we provide, or about the professional conduct of our staff and contractors"*.
2. This form is for complaints within the immigration detention estate, including during escort. Separate guidance covers wider Home Office complaints management procedures (UK Visas and Immigration, Immigration Enforcement, Border Force) and can be found at <https://www.gov.uk/government/publications/complaints-management-guidance-version-7>.

## **Making a complaint**

3. Complaints will generally be made by people in the detention estate but may also be made by other individuals or groups on their behalf.
4. Complaints should wherever possible be resolved **informally** by speaking to either Home Office Immigration Enforcement staff or the staff working in this immigration removal centre, short-term holding facility, holding room or escort vehicle. **Use this form if you have been unable to resolve your complaint informally or if the issue is about a particularly serious or sensitive matter which you are reluctant to discuss with staff.**
5. Your complaint should usually be made within three months of the date of an incident or other matter occurring [12 months in the case of a complaint about healthcare in England]. Complaints received after this period may not be accepted unless there are exceptional circumstances.
6. 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 need to be translated. This may, however, result in it taking us longer to provide you with a reply.
7. Please provide as much detail as possible about your complaint. We will contact you if we require more information.
8. If you are still being detained by Immigration Enforcement, both Home Office and supplier staff are available to help you complete the form.
9. You should provide details of any person who witnessed the incident you are complaining about or who was with you at the time of the incident. When you have completed the form, sign and date it and place it in the locked yellow Home Office Immigration Enforcement complaints box. Complaints boxes are located in all immigration removal centres, short term holding facilities and holding rooms. Boxes are opened once a day. Complaint forms completed

during an escort journey can be handed to the escort supplier by the complainant for onward transmission to the Home Office or can be sent by the detained individual directly to the following address. Detention & Escorting Services Complaints Team, Immigration Enforcement, 3rd Floor Apollo House, 36 Wellesley Road, Croydon CR9 3RR.  
email: [DEScomplaints@homeoffice.gov.uk](mailto:DEScomplaints@homeoffice.gov.uk)

10. Where detained individuals are being taken to an IRC or short-term holding facility, they should be advised to post their form in one of the yellow complaints boxes on arrival.
11. If you are no longer detained, or wish to submit your complaint in confidence you may submit your complaint by email to:

[DEScomplaints@homeoffice.gov.uk](mailto:DEScomplaints@homeoffice.gov.uk)

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

12. 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.
13. You are encouraged to provide a telephone number, 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**

14. 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.
15. Any complaint which makes an allegation of criminal behaviour will be referred to the police and, where appropriate, you can request the police 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.
16. Investigating your complaint may require that a member of staff be interviewed. If you are concerned about this then please speak to the Immigration Enforcement manager, in confidence, where you are detained.
17. When we write to you about your complaint, our letters will be provided in English only. However, you may ask centre staff (Immigration Enforcement or supplier) or the Independent Monitoring Board and detained individual welfare groups where you are detained to help translate this for you.

Responses to healthcare complaints (England) will be provided in both the original language and in English.

18. We will deal with your complaint as quickly as we possibly can. Our timescales for doing so are:
- a. If the matter is about a place of detention, the escorting service, or the conduct of staff (of a minor nature) - 20 working days
  - b. If the matter is about the conduct of staff but is of a serious nature - 12 weeks.
  - c. If the matter is for another part of the Home Office - 20 working days. Please note the response will not be sent by Detention and Escorting Services.
  - d. If the matter is about healthcare or a member of healthcare staff while you are in detention you may complain directly to the healthcare provider or (for detention facilities in England) to NHS England. If you use this form and post your complaint in the yellow Home Office Immigration Enforcement complaints box, your complaint will be passed to the healthcare manager who will contact you to discuss your complaint. Healthcare complaints in England will be answered by the NHS England - usually within 40 working days. Timescales for responding to healthcare complaints in detention facilities in Scotland or Northern Ireland are subject to locally agreed processes. Complaints about healthcare should be placed in an envelope clearly marked 'medical complaint'.

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

19. 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).
20. In certain circumstances it may not be possible to take your complaint forward. For example, if you do not assist or co-operate with any investigation.

### **Independent Monitoring Board (IMB)**

21. The IMB is an independently appointed Non-Government Organisation (NGO), Board members are responsible for monitoring the conditions in which detained individuals are held, their welfare and the way in which the detention estate operates, should you wish for the IMB to be notified of your complaint, please ensure you state this on Page 7 of this form.

## **Ombudsman**

- 21.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 (PPO), who is independent of the Home Office. Details of how to contact the Ombudsman will be provided with your response.
- 22.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 and Escorting Services or our suppliers first.
- 23.If your complaint is about healthcare in England it can be raised directly via the standard NHS England complaints procedure, details of which are available at [www.england.nhs.uk/contact-us/complaint](http://www.england.nhs.uk/contact-us/complaint) which includes information about how to appeal via the independent Parliamentary and Health Service Ombudsman (PHSO). If, however, your healthcare complaint is made and posted in a complaint box in an IRC it will be handled initially in accordance with para 18d of this form. The avenue of appeal in these cases is still to the PHS
- 24.If your complaint is about healthcare delivered in a detention facility in Scotland or Northern Ireland the avenue of appeal is to the Scottish Public Services Ombudsman (for detention facilities in Scotland) or to the Northern Ireland Public Services Ombudsman (for detention facilities in Northern Ireland). Details of how to escalate your complaint will be provided in the letter of response from the healthcare provider responsible for investigating your initial complaint.

## **Other types of complaints**

### **National Health Services (England, Scotland and Northern Ireland)**

- 25.If your complaint is about external medical treatment that you received in a National Health Service facility (England, Scotland and Northern Ireland) and not in detention (for example in a hospital) you should contact the Health Care Provider where you attended. If you place such a complaint in the yellow Home Office Immigration Enforcement complaints box at an IRC this will be forwarded on your behalf to the relevant external health care provider. Escalation of such complaints (where you are not satisfied with the response) are to the PHSO (for external healthcare in England) or to the Scottish Public Services Ombudsman (for Scotland) or the Northern Ireland Public Services Ombudsman (for Northern Ireland). Contact details for these Ombudsmen should be provided to you by the organisation that has investigated and responded to your complaint.

## **The Police**

26. 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. The Independent Police Complaints Commission website gives details of how to make a complaint. Selecting the appropriate police force will take you directly to the **complaints** section of the force's website <https://www.ipcc.gov.uk/complaints>

## **Other parts of the Home Office**

27. Please note that if your complaint is for another business area of the Home Office, we will ensure that your complaint is forwarded to the relevant department to investigate.

## **Complaints from children**

28. 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.

Family Name:	First Name(s):
Date of Birth:	Nationality:
CID Reference Number: HO Reference Number: NOMIS Number:	Current Location (IRC or STHF name, other):
Location where the incident you are referring to in your complaint occurred (IRC, STHF, other):	
Contact details – email address and mobile telephone number:	

Have you previously spoken to anyone about your complaint? Yes ☐ No ☐

If 'Yes', to whom did you speak?

Do you wish for your complaint to be shared with the Independent Monitoring Board (IMB). Details of this organisation can be found on page 4 of this form.

Yes ☐ No ☐

Is this a complaint about healthcare services or staff? Yes ☐ No ☐

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 permission for the investigating officer to have access to your medical records?

Yes ☐ No ☐

Please provide a telephone number/forwarding address/email address should you anticipate release from detention prior to receiving a response to your complaint. Any reply by email will not be encrypted.

My forwarding details are:.....  
.....  
.....

**The submission of a complaint will not affect consideration of your immigration status and will not prevent you from being removed from the United Kingdom, unless it is a complaint of a serious assault and involves a police investigation.**

**The submission of a complaint will have no influence as to whether or not you will be transferred to another immigration removal centre.**

**Details of your complaint and what you would like to see done about it:**

(Continue on a separate page if necessary)

**Signature:**

**Date:**

**PLACE THE COMPLETED FORM IN THE YELLOW IMMIGRATION  
ENFORCEMENT COMPLAINTS BOX**