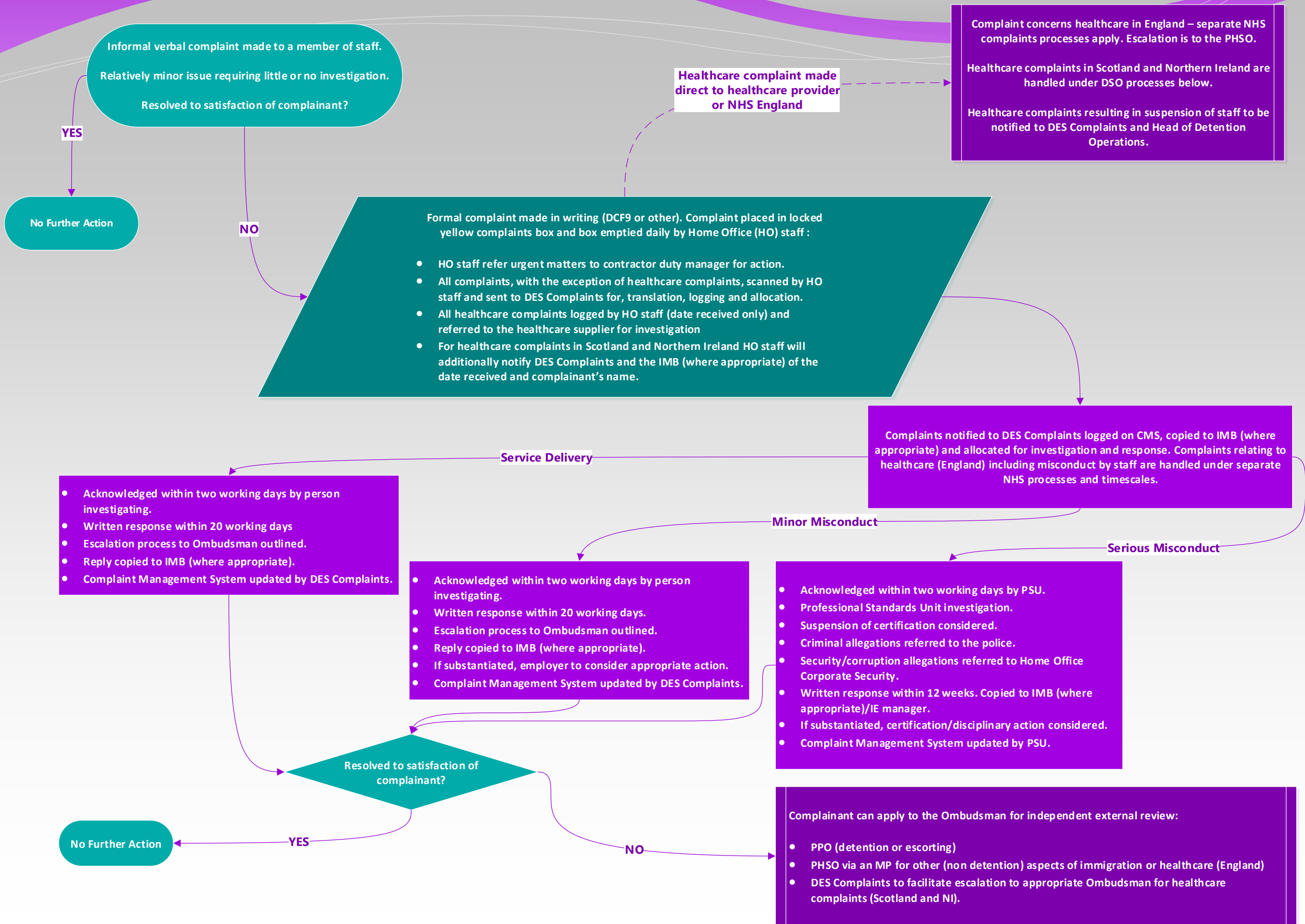


BASIC STEPS IN THE COMPLAINTS PROCESS



Informal verbal complaint made to a member of staff.
Relatively minor issue requiring little or no investigation.
Resolved to satisfaction of complainant?

YES

No Further Action

NO

Formal complaint made in writing (DCF9 or other). Complaint placed in locked yellow complaints box and box emptied daily by Home Office (HO) staff :

- HO staff refer urgent matters to contractor duty manager for action.
- All complaints, with the exception of healthcare complaints, scanned by HO staff and sent to DES Complaints for, translation, logging and allocation.
- All healthcare complaints logged by HO staff (date received only) and referred to the healthcare supplier for investigation
- For healthcare complaints in Scotland and Northern Ireland HO staff will additionally notify DES Complaints and the IMB (where appropriate) of the date received and complainant's name.

Healthcare complaint made direct to healthcare provider or NHS England

Complaint concerns healthcare in England – separate NHS complaints processes apply. Escalation is to the PHSO.
Healthcare complaints in Scotland and Northern Ireland are handled under DSO processes below.
Healthcare complaints resulting in suspension of staff to be notified to DES Complaints and Head of Detention Operations.

Service Delivery

Complaints notified to DES Complaints logged on CMS, copied to IMB (where appropriate) and allocated for investigation and response. Complaints relating to healthcare (England) including misconduct by staff are handled under separate NHS processes and timescales.

• Acknowledged within two working days by person investigating.
• Written response within 20 working days
• Escalation process to Ombudsman outlined.
• Reply copied to IMB (where appropriate).
• Complaint Management System updated by DES Complaints.

Minor Misconduct

• Acknowledged within two working days by person investigating.
• Written response within 20 working days.
• Escalation process to Ombudsman outlined.
• Reply copied to IMB (where appropriate).
• If substantiated, employer to consider appropriate action.
• Complaint Management System updated by DES Complaints.

Serious Misconduct

• Acknowledged within two working days by PSU.
• Professional Standards Unit investigation.
• Suspension of certification considered.
• Criminal allegations referred to the police.
• Security/corruption allegations referred to Home Office Corporate Security.
• Written response within 12 weeks. Copied to IMB (where appropriate)/IE manager.
• If substantiated, certification/disciplinary action considered.
• Complaint Management System updated by PSU.

Resolved to satisfaction of complainant?

YES

No Further Action

NO

Complainant can apply to the Ombudsman for independent external review:
• PPO (detention or escorting)
• PHSO via an MP for other (non detention) aspects of immigration or healthcare (England)
• DES Complaints to facilitate escalation to appropriate Ombudsman for healthcare complaints (Scotland and NI).