



Immigration
Enforcement

[IE centre / Detention services
customer service unit address]

Addressee name and address

[Date]

Dear

Complaint ref no:

I am writing to inform you that I have received the complaint written by you on [date].

I am arranging for the issues you have mentioned to be investigated by [manager, Home Office].

We will aim to complete our investigation by [DS target resolution date].

If, for any reason this date will not be met, we will write to you telling you the reasons why and what will happen next.

Yours sincerely

Immigration Enforcement manager / Detention services customer service unit

Contractor/NOMS logo

Addressee name and address

Date

Dear

Complaint ref no:

I am writing to inform you that I have received the complaint written by you on [date].

I am arranging for the issues you have mentioned to be investigated by [manager, contractor].

We will aim to complete our investigation by [DS CSU target resolution date].

If, for any reason this date will not be met, we will write to you telling you the reasons why and what will happen next.

Yours sincerely

Contractor/National Offender Management Service