

Annex F

Checklist of issues which must be covered in the reply to a complainant

	Check
Reference number, date and subject matter(s) of the complaint.	
Name and job title (plus postal address and e-mail/phone details) of the investigating officer, particularly if different from the signatory of the letter.	
What the investigation involved (including the process that was followed such as interviews with staff or others, examination of CCTV footage and/or relevant records etc).	
A response to each element of the complaint in turn and, for each, whether it has been upheld (substantiated or partially substantiated) or not substantiated. Possible responses might include: <ul style="list-style-type: none"> - an apology, where an issue might have been handled better; - recognition that even in cases where staff acted in a reasonable way, distress may have been caused; - clear reasons where complaint has not been substantiated. 	
Action which has been or will be taken as a result of a substantiated complaint, to rectify the issue (e.g. following loss of property), ensure that lessons are learned and to help prevent a recurrence. If a complaint has not been substantiated but lessons can still be learned and action will be taken, this should be mentioned.	
An offer to the complainant to contact the respondent if they are unhappy with the response (particularly relevant where a complaint has not been substantiated).	
Details of the appeal process to the Prisons and Probation Ombudsman (PPO) using the following wording: “if you remain dissatisfied you may also appeal to the Prisons and Probation Ombudsman who is independent of Immigration Enforcement and [contractor’s name]. You must do this within three months of receiving this letter. I have enclosed a leaflet which explains the process “How to complain to the Ombudsman”. This leaflet can also be found at http://www.ppo.gov.uk/wp-content/uploads/2014/06/PPO_Complaint_leaflet_Doc_2013.pdf”	

<p>. 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. You can only appeal to the PPO if you are the person with the complaint. Complaints from third parties cannot be accepted.”</p>	
<p>Copy of PPO leaflet “How to complain to the Ombudsman” enclosed with the reply.</p>	
<p>For non detention immigration complaints explain that the escalation process is to the Parliamentary and Health Services Ombudsman, via a Member of Parliament (MP).</p>	
<p>Include a copy of the complaints handling feedback form and ask for it to be completed and placed in the yellow complaints box. Make clear that the reason complainants are being asked to do this is to help the Home Office to monitor and improve the complaints handling process.</p>	