



Detention Services – Customer Service Unit:
Complaints Handling Feedback Form

SECTION A - Handling of the complaint

1. Did you understand how your complaint would be dealt with Yes [] No []

Comments
.....

2. Were you kept informed of the progress of your complaint Yes [] No []

If no, what should we have done?
.....
.....

3. Were you told when to expect a reply? Yes [] No []

SECTION B - The reply

4. Did you understand the reply to your complaint? Yes [] No []

(If yes, go to question 5)

5. If no, what made it hard to understand? (eg Was the wording complicated/confusing?)

.....
.....

6. Did the reply answer everything you complained about? Yes [] No []

7. Was your complaint about the conduct of a member of staff Yes [] No []

8. Did we explain what would happen next? Yes [] No []

9. Did we do what we said we would? Yes [] No []

10. What could we have done better?
.....
.....

11. Was your complaint substantiated? Yes [] No []

If yes was the outcome to your satisfaction (eg. Has lost property been replaced or compensation paid – new procedure in place following upheld complaint etc).

Comments.....

.....

12. Was your complaint dealt with on time? Yes No

13. On a scale of one to five, please indicate how satisfied you were with the way your complaint was handled – please remember that we cannot affect the outcome of your complaint.

1	2	3	4	5
Very Poor	Poor	Satisfactory	Good	Very Good

If you were satisfied with the service, please state why
.....

If you were not satisfied with the service, please state why not
.....

13. We may want to contact you again to ask you further questions, would you be happy for us to do so?

Yes No

OPTIONAL:

Name:

Complaint Number – if known:

Contact Number:

We value your opinion and we want to use your views to help us improve the way that we deal with complaints. So, if there is anything else you would like to tell us about the way that we handled your complaint, anything we did poorly, or anything we did well, please let us know.

On completion: Please put the completed questionnaires into one of the Complaints Boxes or alternatively forward to: Detention & Escorting Services complaints team, Home Office Immigration Enforcement, 3rd Floor Apollo House, 36 Wellesley Rd, CR9 3RR

Email: DETSECOM@homeoffice.gov.uk

Thank you for taking the time to complete this questionnaire