



COMPLAINTS HANDLING FEEDBACK FORM

The aim of this form is to provide you with a chance to comment on how you felt about the way in which your complaint was handled. We value your opinion, and we want to use your feedback to monitor our service and improve the way we handle complaints. Providing feedback will not affect your treatment whilst in detention or impact any decision relating to your immigration status.

Any feedback provided will not impact on the outcome of your complaint. If you remain dissatisfied with the outcome of your complaint, you have the option to refer your complaint to the Independent Examiner of Complaints (IEC) or the Prisons and Probation Ombudsman (PPO), the details of which are outlined in your complaint response letter.

SECTION A - Handling Of Your Complaint – Please tick (✓) the relevant boxes below

1.	Did you understand how your complaint would be dealt with?		YES	NO
	If “No”, please tell us why:		<input type="checkbox"/>	<input type="checkbox"/>
	a) Lack of help from staff	<input type="checkbox"/>		
	b) No communication during process	<input type="checkbox"/>		
	c) Support options not explained	<input type="checkbox"/>		

2.	Were you interviewed as part of the investigation phase?		YES	NO
			<input type="checkbox"/>	<input type="checkbox"/>

3.	Were you updated on the progress of your complaint?		YES	NO
	If “Yes”, how were you informed?		<input type="checkbox"/>	<input type="checkbox"/>
	a) By e-mail	<input type="checkbox"/>		
	b) By letter	<input type="checkbox"/>		
	c) In person	<input type="checkbox"/>		

4.	When submitting your complaint, did you know when to expect a reply?		YES	NO
			<input type="checkbox"/>	<input type="checkbox"/>

SECTION B - The Response Letter – Please tick (✓) the relevant boxes below

5.	Did you understand the reply to your complaint?		YES	NO
	If “No”, what made the reply difficult to understand?		<input type="checkbox"/>	<input type="checkbox"/>
	a) Complex language	<input type="checkbox"/>		
	b) Sentence structure	<input type="checkbox"/>		
	c) Lack of clarity in reply/outcome unclear	<input type="checkbox"/>		
	d) Language barrier	<input type="checkbox"/>		

6.	In Q5 If you ticked (d) “Language barrier” were you given an option for your response letter to be translated into your preferred language?		YES	NO
			<input type="checkbox"/>	<input type="checkbox"/>



7.	Did the response letter address all the issues of your complaint?	YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
8.	Were you satisfied with the outcome of your complaint?	YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
9.	Did the response letter clarify what to do next if you were dissatisfied with the outcome of your complaint?	YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
10.	Was your complaint dealt with on time ie within 20 working days?	YES	NO
		<input type="checkbox"/>	<input type="checkbox"/>
11.	Do you think the service should be improved? If "Yes", how?	YES	NO
	a) Improved communication	<input type="checkbox"/>	<input type="checkbox"/>
	b) Greater staff support to help complete complaints	<input type="checkbox"/>	<input type="checkbox"/>
	c) Provide more factually accurate responses	<input type="checkbox"/>	<input type="checkbox"/>
	d) More empathy for my concerns	<input type="checkbox"/>	<input type="checkbox"/>
	e) A faster resolution needed	<input type="checkbox"/>	<input type="checkbox"/>
	f) More simplistic approach	<input type="checkbox"/>	<input type="checkbox"/>
12.	Overall, please indicate how satisfied you were with how your complaint was handled		
	VERY GOOD	SATISFACTORY	VERY POOR
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OPTIONAL – TO HELP US LINK YOUR FEEDBACK WITH YOUR COMPLAINT PLEASE PROVIDE THE FOLLOWING INFORMATION, BUT YOU ARE FREE TO REMAIN ANONYMOUS:			
Name:		E-mail:	
Location of incident/issue:			
Date:			

Please either leave this feedback form in one of the yellow 'Immigration Enforcement' boxes, hand to a member of staff or e-mail to DetentionServicesComplaints@homeoffice.gov.uk

Thank you for taking the time to complete this questionnaire