



ANNEX C: How to make a complaint regarding issues at Immigration Removal Centres (IRCs), residential Short-Term Holding Facilities (RSTHFs) and during escort movements

INTRODUCTION

Please read these Guidance Notes before completing the attached complaint form.

This form is for complaints within the immigration removal estate, including during escort movements. Separate guidance explaining the wider Home Office complaints management procedures (e.g. UK Visas and Immigration, Immigration Enforcement, Border Force) can be found at: <https://www.gov.uk/government/publications/complaints-management-guidance-version-7>.

These notes and the complaint form are available in different languages to help you, but if your complaint is written in a language other than English, it will need to be translated. This may result in it taking longer for us to provide you with a reply.

To investigate your complaint, you may need to be interviewed. If you are concerned about this, please speak to a member of staff. It may not be possible to consider your complaint if you do not assist or co-operate with any investigation.

Making a complaint will not affect your treatment whilst in detention, negatively impact any decision relating to your immigration status nor will it delay any decision to either grant you admission or to remove you from the United Kingdom.

WHEN TO MAKE A COMPLAINT

As soon as an incident occurs. This will help speed up early consideration of your concerns.

First speak to local staff to see if the matter can be resolved quickly and locally. A record of your complaint will still be logged. But if you wish to make a formal complaint, please use the attached complaints form (pages 3 and 4).

Your complaint needs to be made within three months of the incident occurring, complaints received after this time may not be accepted unless there are exceptional circumstances.

WHEN TO USE THIS FORM

Complaints about the delivery/availability of services, your treatment, staffing issues etc. whilst in immigration facilities or during escort journeys should be made using this form.

Any complaint which makes an allegation of criminal behaviour will be referred to the police. It is

your choice if you want to speak to the police yourself and local staff can help you to do so. If you want to approach the police yourself, you will need to contact the police force responsible for the geographical location where the incident took place. The Independent Office for Police Conduct (IOPC) website provides useful information on how complaints are made and considered:

www.policeconduct.gov.uk/complaints/submit-a-complaint

SUBMITTING A COMPLAINT

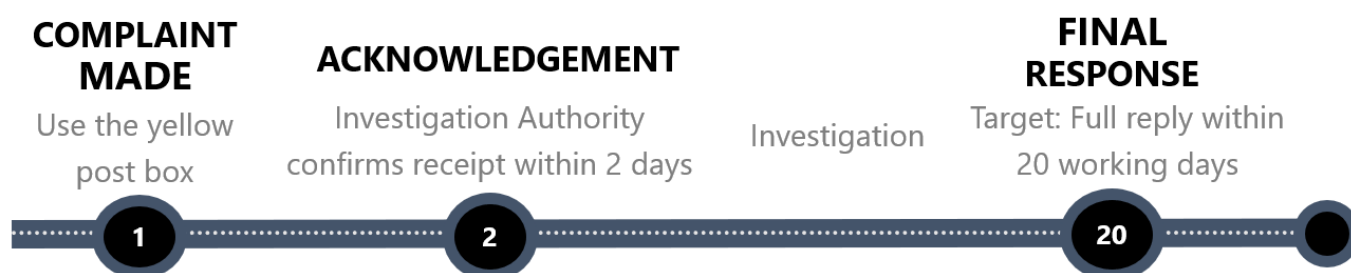
When making a complaint please provide as much information as possible about what happened. This should include dates/times, location, names of those present etc, where known. You will be contacted if more information is needed.

When you have completed the form, please sign and date pages 3 and 4, keeping pages 1 and 2 for your information, and post the form in one of the yellow coloured 'Immigration Enforcement Complaints' boxes.

These boxes are located in all IRCs, STHFs and holding rooms and are checked every day. Forms completed during an escort journey should be handed to a member of staff who will forward them to the Home Office.

You can also send the form directly to: DetentionServicesComplaints@homeoffice.gov.uk

WHAT HAPPENS NEXT?



If you remain dissatisfied with the outcome of an investigation you have the option of referring your complaint to the Independent Examiner of Complaints (IEC) within three months of the complaint outcome; full details will be supplied in the final response letter.

Alternatively, if you are not satisfied with the responses given or the matter concerns Serious Misconduct you have the right to refer your complaint to the Prisons and Probation Ombudsman (PPO), who are independent of the Home Office. You will be provided with a copy of the PPO leaflet 'How To Complain To The Ombudsman' with the final response.

Neither the IEC or the PPO can investigate matters relating to your immigration status, the decision to detain you or any decision to remove you from the United Kingdom. They will also normally only take forward an investigation once the final response letter has been issued.

**PLEASE KEEP PAGES 1 & 2 OF THIS FORM FOR INFORMATION AND
POST PAGES 3 & 4 IN THE COMPLAINTS BOX**

Family Name/ Surname:	First Name(s):		
Date of Birth (dd/mm/yy):	Nationality:		
Compliance and Enforcement Person Reference (CEPR):	Home Office Reference Number:		
Contact Details: In case you leave detention before receiving a response, please provide a telephone number and an email address, so you can be contacted: Telephone Number:			
			Email:
Current Location (IRC, STHF or Other name)			
Brook House IRC	<input type="checkbox"/>	Campsfield IRC	<input type="checkbox"/>
Dungavel House IRC	<input type="checkbox"/>	Harmondsworth IRC	<input type="checkbox"/>
Yarl's Wood IRC	<input type="checkbox"/>	Larne House STHF	<input type="checkbox"/>
On Escort	<input type="checkbox"/>	Holding Room	<input type="checkbox"/>
		Colnbrook IRC	<input type="checkbox"/>
		Haslar IRC	<input type="checkbox"/>
		Manchester STHF	<input type="checkbox"/>
		Derwentside IRC	<input type="checkbox"/>
		Tinsley Hse IRC	<input type="checkbox"/>
		Swinderby STHF	<input type="checkbox"/>

Location where the incident happened which you are complaining about			
Brook House IRC	<input type="checkbox"/>	Campsfield IRC	<input type="checkbox"/>
Dungavel House IRC	<input type="checkbox"/>	Harmondsworth IRC	<input type="checkbox"/>
Yarl's Wood IRC	<input type="checkbox"/>	Larne House STHF	<input type="checkbox"/>
On Escort	<input type="checkbox"/>	Holding Room	<input type="checkbox"/>
		Colnbrook IRC	<input type="checkbox"/>
		Haslar IRC	<input type="checkbox"/>
		Manchester STHF	<input type="checkbox"/>
		Derwentside IRC	<input type="checkbox"/>
		Tinsley Hse IRC	<input type="checkbox"/>
		Swinderby STHF	<input type="checkbox"/>

	YES	NO
The Independent Monitoring Board (IMB) is independent from the Home Office. Members are responsible for monitoring the conditions in which detained individuals are held, their welfare and the way in which the detention estate operates. Do you consent for this complaint form to be shared with the IMB?		
Is this a complaint about healthcare services or their staff?		
If your complaint is about an incident in which you were injured, investigating staff, including Professional Standard Unit's Investigating and Assistant Investigating Officers from the Home Office, may wish to examine your medical records. Do you give your permission for your medical records to be shared for this purpose?		
Is your complaint about the conduct of Centre, Escorting or Home Office staff?		

Please provide as much information as possible to help the investigation into your complaint. This can include things like names of parties involved, times, detailed location etc.

Date of incident
(dd/mm/yy):

Details of your complaint:

Signature:

Date complaint raised:

**PLEASE NOW POST PAGES 3 & 4 OF YOUR COMPLETED FORM IN THE
YELLOW HOME OFFICE IMMIGRATION ENFORCEMENT COMPLAINTS BOX**