



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 hard?)

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.....

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?

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11. Was your complaint substantiated? Yes No

If yes was the outcome what you wanted?

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. If there is anything else you would like to tell us about how 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 post to:
Detention Services Complaints Team, Immigration Enforcement, 3rd Floor Apollo House, 36
Wellesley Rd, CR9 3RR

Email: DetentionServicesComplaints@homeoffice.gov.uk

[Thank you for taking the time to complete this questionnaire](#)