Service delivery **Minor misconduct Serious misconduct** Acknowledged within two working days by Acknowledged within two working days by PSU. Acknowledged within two working person investigating. Professional Standards Unit investigation. days by person investigating. Written response within 20 working days. Suspension of certification considered. Written response within 20 working Escalation process to Ombudsman Criminal allegations referred to the police. days outlined. Reply copied to IMB (where Security/corruption allegations referred to Escalation process to Ombudsman appropriate). Home Office Corporate Security. outlined. Reply copied to IMB (where If substantiated, employer to consider appropriate). appropriate action. Written response within 12 weeks. Copied to Complaint Management System IMB (where appropriate)/IE manager. Complaint Management System updated updated by DS Complaints by DS Complaints If substantiated, certification/disciplinary action considered. Complaint Management System updated by PSU Resolved to satisfaction of complainant? Resolved to satisfaction of complainant? NO: Complainant can apply to the YES: No further action NO: Complainant can escalate YES: No further action Ombudsman for independent their complaint to: external review: **IEC** PPO (detention or escorting) PHSO via an MP for healthcare PHSO via an MP for other complaints (England) (non-detention) aspects of DS Complaints to facilitate immigration or healthcare escalation to appropriate (England) DS Complaints to facilitate Ombudsman for healthcare escalation to appropriate complaints (Scotland and NI) Ombudsman for healthcare complaints (Scotland and NI)

The complainant contacts the HO Independent Examiner of Complaints (IEC) Team. This is done via email or post and must be within 3 months of the response received date

Yes - IEC liaise with the complainant to The complaint is considered by the agree the elements of complaint, before IEC will consider whether there **Yes -** a resolution plan IEC who decide if it is an issue or formally accepting the complaint for is any scope for resolution will be prepared for complaint within their remit consideration by the examination. business (10-day SLA). Any resolution proposals the business agree to accept, will be No - evidence will be requested from the original investigator (usually supplier No - the IEC cannot accept the put to the complainant. staff in the IRC); this may be for example DCF9, investigation report, statements complaint for investigation etc. This will need to be provided to the IEC within 15 working days for review. The evidence should be sent to the IEC Business Support Team iecbst@homeoffice.gov.uk If the complaint agrees to resolve their Complainant advised by the IEC complaint, a copy of the (within two working days) that their Upon receipt of the evidence, the IEC resolution closure letter The Business will be asked to complaint has not been accepted. will be shared (3 day will conduct a full examination of the consider any settlement SLA), and the IEC case evidence. If they identify unremedied proposals (10 day SLA). **END** service failure, they will consider the closed. END If the If agreed by the business, the scope to settle the complaint. resolution is not settlement proposals will be put agreed the evidence will to the complainant. be requested If there is **no scope for settlement**, or The IEC will reach a conclusion on the meris of the settlement has been rejected by the complaint. the business or the complainant, a If a complaint accepts the proposed settlement, a copy of case history will be prepared and If the complaint is not upheld the IEC Report the draft closure letter will be shared with the business (on shared with the business to agree its will be issued to the complaint and the a 3 day SLA), before being issues to the complainant an the factual accuracy and answer any business in parallel. IEC case closed. questions the investigator may have **END END** (10 day SLA) If the complaint is fully or partially upheld the If a settlement is not agreed by either party, a case The DS Complaints Team will share the draft draft report will be shared with the DS history will be produced IEC Report with DESAAT /SMT to agree **Complaints Team** recommendations. Any challenges to the IEC Report need to be progressed using the The final report will be sent to the complainant and IEC will escalation process, described in the IEC monitor the case to ensure any recommendations are

Process Guide

implemented. END