Complaint form

Please note: The Office for the Independent Examiner of Complaints (IEC) can only look at your complaint if you have received a final response to your complaint from the relevant department area. [Our website details what we can and cannot look at](https://www.gov.uk/guidance/make-a-complaint-to-the-independent-examiner-of-complaints).

Please email this document to [iec@homeoffice.gov.uk](mailto:iec@homeoffice.gov.uk) together with any attachments. Or you can print this form and return it together with any accompanying documents to:

Office for the Independent Examiner of Complaints  
Home Office  
PO Box 6147  
Sheffield  
S2 9JD

**Your details**

**Tell us your title.** (Select one option by deleting others.)

Mr  
Miss  
Mrs  
Ms  
Mx  
Dr   
Professor  
Sir  
Other

**Tell us your name.** (Type your answer below.)

**Tell us your address.**

|  |  |
| --- | --- |
| **Address** | **Type your responses in this column** |
| Address line 1 |  |
| Address line 2 |  |
| Town or City |  |
| County |  |
| Country |  |
| Post code |  |

**How would you prefer us to contact you?** (Select one option by deleting others)

Email  
Phone  
Post

**Tell us your email address**. (Type your answer below)

**Tell us your phone number**. (Type your answer below)

**Do you have any practical needs where we could help – such as by corresponding with you using large print, Braille, or in a different language?** (Type your answer below.)

**Representative details**

If someone is making this complaint for you:

**Tell us their title.** (Select one option by deleting others.)

Mr  
Miss  
Mrs  
Ms  
Mx  
Dr   
Professor  
Sir  
Other

**Tell us their name**. (Type your response below)

**Tell us their address.**

| **Address** | **Type your responses in this column** |
| --- | --- |
| Address line 1 |  |
| Address line 2 |  |
| Town or City |  |
| County |  |
| Country |  |
| Post code |  |

**Tell us their phone number.** (Type your answer below.)

**Tell us their email address.** (Type your answer below.)

**Your complaint**

**Which Home Office business area you are complaining about?** (Select one option below by deleting others.)

UK Visas and Immigration  
Immigration Enforcement  
Border Force  
Detention Services  
HM Passport Office

**Complaint reference numbers from the business area.** (Type your answer below.)

**Tell us about your complaint** **– what happened?** (Type your answer below)

**Date of incident**. (Type your answer below)

**Name of officer(s) and / or ID number(s) of those involved if known.** (Type your answer below.)

**Please attach the documentary evidence you have in support of your complaint including the final complaint response**

**Please list the documents you have supplied above in evidence.** (Type your answer below.)

**How have you been affected? (Include details of any monetary loss).** (Type your answer below.)

**How would you like the business to put things right for you?** (Type your answer below.)

**Other information**

**Is there anything else in relation to this complaint that you would like to tell us about?** (Type your answer below.)

**Declaration**

The information I have provided is true and accurate to the best of my knowledge.

Signed:

Date: