



Home Office

# **IMMIGRATION ENFORCEMENT**

## **MAKING A COMPLAINT**

**Please read these notes before you complete a complaint form.**

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

**Making a complaint**

Your complaint should be made within three months of the date of an incident happening [12 months in the case of a complaint about healthcare in England]. Complaints received after this period may not be accepted unless there are exceptional circumstances.

Complaint forms and guidance notes are available in a range of 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 us longer to provide you with a reply.

Please provide as much detail as possible about your complaint. We will contact you if we require more information.

Making a complaint will not affect 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.

**Submitting a complaint**

When you have completed the form, sign and date it and place it in the locked yellow Home Office Immigration Enforcement complaints box.

Complaints boxes are located in all immigration removal centres, short-term holding facilities and holding rooms and are opened once a day.

Complaint forms completed during an escort journey can be handed to the staff who will send it on to the Home Office.

You can also send the form directly to the following address:

Detention Services Complaint Team  
3rd Floor Apollo House  
36 Wellesley Rd, Croydon  
CR9 3RR

Or by email to

[DetentionServicesComplaints@homeoffice.gov.uk](mailto:DetentionServicesComplaints@homeoffice.gov.uk)

## **Investigating your complaint**

You will receive a letter telling you who will be investigating your complaint and when you should receive a response. We aim to respond to all service delivery and minor misconduct complaints within 20 working days. Complaints which relate to serious misconduct will be responded to within 12 weeks. Further information about how your complaint will be handled can be found in Detention Services Order 03/2015 [DSO - 03-2015 Handling complaints \(publishing.service.gov.uk\)](#)

Any complaint which makes an allegation of criminal behaviour will be referred to the police. It is your choice if you want to tell the police yourself and staff can help you to do so.

To investigate your complaint, you may need to be interviewed. If you are concerned about this, then please speak to a member of staff where you are detained.

In certain circumstances it may not be possible to take your complaint forward. For example, if you do not assist or co-operate with any investigation.

## **Other types of complaints**

The Police;

If your complaint is regarding the police you should contact the police force responsible for the geographical location where the incident took place. The Independent Police Complaints Commission website gives details of how to make a complaint. Selecting the appropriate police force will take you directly to the complaints section of the force's website <https://www.policeconduct.gov.uk/complaints-reviews-and-appeals/makecomplaint>

Other parts of the Home Office;

We will ensure that your complaint is allocated to the relevant Home Office department to investigate.

Family Name/ surname:	First Name(s):
Date of Birth:	Nationality:
CID Reference Number: HO Reference Number:	Current Location (IRC or STHF name, other):
Location where the incident happened which you are complaining about (IRC, STHF, other):	
Contact details. Please provide a telephone number and email address so you can be contacted if you have left detention before receiving a response to your complaint.	

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 wish for your complaint to be shared with the IMB?

Yes  No

Is this complaint about healthcare services or staff?

Yes  No

If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records. Do you give permission for the investigating officer to have access to your medical records

Yes  No

**Details of your complaint:**

**Signature:**

**Date:**