

Service delivery

- Acknowledged within two working days by person investigating.
- Written response within 20 working days
- Escalation process to Ombudsman outlined. Reply copied to IMB (where appropriate).
- Complaint Management System updated by DS Complaints

Minor misconduct

- Acknowledged within two working days by person investigating.
- Written response within 20 working days.
- Escalation process to Ombudsman outlined. Reply copied to IMB (where appropriate).
- If substantiated, employer to consider appropriate action.
- Complaint Management System updated by DS Complaints

Serious misconduct

- Acknowledged within two working days by PSU.
- Professional Standards Unit investigation.
- Suspension of certification considered.
- Criminal allegations referred to the police.
- Security/corruption allegations referred to Home Office Corporate Security.
- Written response within 12 weeks. Copied to IMB (where appropriate)/IE manager.
- If substantiated, certification/disciplinary action considered.
- Complaint Management System updated by PSU

Resolved to satisfaction of complainant?

YES: No further action

- **NO:** Complainant can escalate their complaint to:
- IEC
- PHSO via an MP for healthcare complaints (England)
- DS Complaints to facilitate escalation to appropriate Ombudsman for healthcare complaints (Scotland and NI)

Resolved to satisfaction of complainant?

YES: No further action

- **NO:** Complainant can apply to the Ombudsman for independent external review:
- PPO (detention or escorting)
- PHSO via an MP for other (non-detention) aspects of immigration or healthcare (England)
- DS Complaints to facilitate escalation to appropriate 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

