



COMPLAINTS HANDLING FEEDBACK FORM

The aim of this form is to provide you with a chance to comment on how you felt about the way in which your complaint was handled. We value your opinion, and we want to use your feedback to monitor our service and improve the way we handle complaints. Providing feedback will not affect your treatment whilst in detention or impact any decision relating to your immigration status.

Any feedback provided will not impact on the outcome of your complaint. If you remain dissatisfied with the outcome of your complaint, you have the option to refer your complaint to the Independent Examiner of Complaints (IEC) or the Prisons and Probation Ombudsman (PPO), the details of which are outlined in your complaint response letter.

SECTION A - Handling Of Your Complaint – Please tick (✓) the relevant boxes below

1.	Did you understand how your complaint would be dealt with? If “No”, please tell us why: a) Lack of help from staff b) No communication during process c) Support options not explained	<table border="1" style="display: inline-table;"><tr><td>YES</td><td>NO</td></tr><tr><td>☐</td><td>☐</td></tr></table> <table border="1" style="display: inline-table; margin-top: 10px;"><tr><td>☐</td><td>☐</td></tr><tr><td>☐</td><td>☐</td></tr><tr><td>☐</td><td>☐</td></tr></table>	YES	NO	☐	☐	☐	☐	☐	☐	☐	☐
YES	NO											
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2.	Were you interviewed as part of the investigation phase?	<table border="1" style="display: inline-table;"><tr><td>YES</td><td>NO</td></tr><tr><td>☐</td><td>☐</td></tr></table>	YES	NO	☐	☐						
YES	NO											
☐	☐											
3.	Were you updated on the progress of your complaint? If “Yes”, how were you informed? a) By e-mail b) By letter c) In person	<table border="1" style="display: inline-table;"><tr><td>YES</td><td>NO</td></tr><tr><td>☐</td><td>☐</td></tr></table> <table border="1" style="display: inline-table; margin-top: 10px;"><tr><td>☐</td><td>☐</td></tr><tr><td>☐</td><td>☐</td></tr><tr><td>☐</td><td>☐</td></tr></table>	YES	NO	☐	☐	☐	☐	☐	☐	☐	☐
YES	NO											
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4.	When submitting your complaint, did you know when to expect a reply?	<table border="1" style="display: inline-table;"><tr><td>YES</td><td>NO</td></tr><tr><td>☐</td><td>☐</td></tr></table>	YES	NO	☐	☐						
YES	NO											
☐	☐											

SECTION B - The Response Letter – Please tick (✓) the relevant boxes below

5.	Did you understand the reply to your complaint? If “No”, what made the reply difficult to understand? a) Complex language b) Sentence structure c) Lack of clarity in reply/outcome unclear d) Language barrier	<table border="1" style="display: inline-table;"><tr><td>YES</td><td>NO</td></tr><tr><td>☐</td><td>☐</td></tr></table> <table border="1" style="display: inline-table; margin-top: 10px;"><tr><td>☐</td><td>☐</td></tr><tr><td>☐</td><td>☐</td></tr><tr><td>☐</td><td>☐</td></tr><tr><td>☐</td><td>☐</td></tr></table>	YES	NO	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
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6.	In Q5 If you ticked (d) “Language barrier” were you given an option for your response letter to be translated into your preferred language?	<table border="1" style="display: inline-table;"><tr><td>YES</td><td>NO</td></tr><tr><td>☐</td><td>☐</td></tr></table>	YES	NO	☐	☐								
YES	NO													
☐	☐													



7. Did the response letter address all the issues of your complaint?

YES	NO
☐	☐

8. Were you satisfied with the outcome of your complaint?

YES	NO
☐	☐

9. Did the response letter clarify what to do next if you were dissatisfied with the outcome of your complaint?

YES	NO
☐	☐

10. Was your complaint dealt with on time ie within 20 working days?

YES	NO
☐	☐

11. Do you think the service should be improved?
If "Yes", how?

YES	NO
☐	☐

- a) Improved communication
- b) Greater staff support to help complete complaints
- c) Provide more factually accurate responses
- d) More empathy for my concerns
- e) A faster resolution needed
- f) More simplistic approach

☐
☐
☐
☐
☐
☐

12. Overall, please indicate how satisfied you were with how your complaint was handled

VERY GOOD

SATISFACTORY

VERY POOR

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OPTIONAL – TO HELP US LINK YOUR FEEDBACK WITH YOUR COMPLAINT PLEASE PROVIDE THE FOLLOWING INFORMATION, BUT YOU ARE FREE TO REMAIN ANONYMOUS:

Name:

E-mail:

Location of incident/issue:

Date:

Please either leave this feedback form in one of the yellow 'Immigration Enforcement' boxes, hand to a member of staff or e-mail to DetentionServicesComplaints@homeoffice.gov.uk

Thank you for taking the time to complete this questionnaire