

ANNEX H: REQUEST FOR COMPLAINT RESPONSE LETTER TO BE TRANSLATED

If you have difficulties in understanding the response to your complaint, you can speak to staff at the Immigration Removal Centre, Short-Term Holding Facility or whilst on escort to help you.

You may also request for the response to your complaint to be translated into a language that you understand. Requesting a translation of the response to your complaint will not impact the outcome of your complaint.

Translations of complaint responses can take longer to be provided to you depending on the language requested and the availability of translators, but should be no more than three additional working days.

If you wish for the response to your complaint to be translated, please complete the details below:

1. Complaint reference number (*this will be in the Acknowledgment letter*)
2. I would like the response to my complaint to be translated into (*state language*)
3. Name (*first name & surname*)
4. Date (*DD/MM/YYYY*)
5. CEPR or Home Office Reference Number:
6. IRC location