

Border Force is a law enforcement command within the Home Office. We secure the UK border by carrying out immigration and customs controls for people and goods entering the UK. Your patience and co-operation are appreciated while we carry out necessary checks.

- You should use this form for complaints and/or compliments about the services provided by Border Force or the professional conduct of its staff.
- All complaints and compliments about Border Force are important to us and are used as an opportunity to learn and improve our service to all our customers.
- If you have made a complaint about staff conduct or a service provided by Border Force, we aim to investigate and reply to you within 20 working days. Compliments will be passed to the appropriate managers.
- If you wish to appeal against a decision to refuse entry to the UK or appeal against the seizure of goods, please refer to the paperwork given to you at the time or visit our website at:
www.gov.uk/government/organisations/border-force

Please send your completed form to:

Complaints Allocation Hub
Central Point of Receipt
7th Floor
Lunar House
40 Wellesley Road
Croydon
CR9 2BY

You can also email:
borderforcecomplaintsandcompliments@homeoffice.gov.uk

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Border Force

We welcome your feedback

Border Force Complaints and Compliments form

Your feedback can help us improve our service to you

For full details on how to make a complaint or compliment visit **www.gov.uk/government/organisations/border-force/about/complaints-procedure**

Title

Mr

Mrs

Ms

Dr

Other

Surname

First Name

Address

Post Code

Date of Birth

Nationality

Passport Number

Telephone

Email

Date and Time of incident

Please provide a copy of the page in your passport stamped by the officer concerned (if applicable)

A complaint should be made in writing no later than three months from the date on which the incident first occurs or came to your notice.

Port/Airport Inc terminal

Flight Number (if applicable)

Border Force Officer ID number and or description

Complaints or compliment details

A complaint or compliment should be made in writing (we can only accept in English or Welsh) by the individual concerned or their representative. To safeguard an individual’s personal information and to comply with the Data Protection Act 2018, if someone else is complaining on your behalf, you must complete the Border Force third party authority form, making sure it includes your handwritten signature, before you/they complete the rest of the steps for making the complaint. The form can be found here. www.gov.uk/government/organisations/border-force/about/complaints-procedure

Please fully explain the nature of the complaint or compliment. Include copies of any paperwork given to you by Border Force.

Please post your Complaint or Compliment form to: Complaints Allocation Hub, Central Point of Receipt, 7th Floor Lunar House, 40 Wellesley Road, Croydon, CR9 2BY

Or you can send an email to: borderforcecomplaintsandcompliments@homeoffice.gov.uk