

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:

Border Force Correspondence Team
Priory Court
St John's Road
Dover
Kent
CT17 9SH

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

Mr Mrs Ms Dr

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.....**

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.

[illegible]

Please post your Complaint or Compliment form to: Border Force Correspondence Team,
Priory Court, St John's Road, Dover, Kent, CT17 9SH

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