

ANNEX A: Types of Complaints

Complaints are categorised as follows:

Service Delivery complaints

Refer to the way in which Immigration Enforcement, the IRC, STHF contracted service provider or Escort contracted service provider delivers the day-to-day service. Such complaints do not include the unprofessional conduct of staff but will include amongst others:

- Delays in delivering a service.
- Administrative or process errors (failings in the process, administrative error, poor service, or failure to meet service standards).
- Poor communication (failure to keep detained individuals informed; failure to answer correspondence within given timescales, or to return calls etc.).
- Lost or damaged property.
- Customer care – the standard of the physical environment, availability of service (loss of access to services, for example IT or other equipment breakdown) or complaint handling.

Minor Misconduct complaints

Relate to the conduct of Home Office or contracted service provider staff, but staff but are not serious enough to warrant a formal investigation by the Professional Standards Unit. Examples include:

- Unfair treatment.
- Isolated incidents of incivility and rudeness.
- Isolated incidents of brusqueness.
- Isolated instances of bad language.
- Poor attitude, e.g. being unhelpful, inattentive or obstructive.
- A refusal to identify oneself when asked.

Serious Misconduct complaints

Defined as any unprofessional behaviour which, if substantiated, would demonstrate a fundamental breakdown in trust and could lead to disciplinary proceedings. Such complaints could put the physical or mental wellbeing of staff and residents at risk. Investigations into these types of allegations are conducted by the Home Office Professional Standards Unit (PSU). Examples include:

- Criminal assault.
- Criminal sexual assault.
- Criminal theft.
- Criminal fraud or corruption.
- Racism or other discrimination (This category should be used to record all allegations of discrimination related to “protected characteristics” as defined in the Equality Act 2010).
- Unfair treatment (e.g. harassment).
- Other unprofessional conduct (including any behaviour likely to bring the Home Office into disrepute; or which casts doubt on a person’s honesty, integrity or suitability to work for the Home Office).

All serious misconduct complaints that are downgraded to minor misconduct by PSU will be referred to the contracted service provider for investigation. The DS Counter Corruption Team will be advised of these cases and will review the completed investigation.