

## ANNEX F: COMPLAINTS HANDLING PROCESS FEEDBACK FORM

We are seeking your feedback on the **process** undertaken in relation to the handling of your complaint, independent of the decision made. As outlined in the Final Response letter, if you are dissatisfied with the outcome of your complaint, a route of escalation (IEC or PPO) is provided. Please do not use this form to attempt to reopen an existing complaint or raise a new one.

By listening to your feedback, we strive to improve the complaints process. Providing such feedback will not affect your treatment whilst in detention or impact any decision relating to your immigration status.

<b>SECTION A – Your Details (Providing your details is completely voluntary)</b>			
YOUR NAME <small>{You can leave this blank if you prefer}</small>	HOME OFFICE /CEPR REF	COMPLAINT REFERENCE <small>{IEDET/LR Number}</small>	LOCATION WHERE COMPLAINT HAPPENED

If we need to follow up on your feedback, please provide a current email address, albeit this is not mandatory. It will help us, especially if you are leaving the detention estate and we need to contact you with updates.

	
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<b>SECTION B - Please tick (✓) the relevant boxes below</b>	Yes	No
<b>Communication</b>		
The complaints process was explained to me during Induction		
My complaint was acknowledged and I was given a confirmation letter		
I was spoken to by staff as part of the investigation		
All communications were clear and helpful		
I was advised I could request a translation of my complaint to help my understanding		
The outcome of my complaint was clearly explained		
<b>Support</b>		
Empathy was shown for my concerns		
Staff supported me at all stages of the complaints process		
Emotional/wellbeing support was shown during and after the process		
<b>Process</b>		
My complaint was resolved within the time limit mentioned in the initial letter		
All aspects of my complaint were addressed		
I was satisfied with the outcome of my complaint		
I am not considering escalating my complaint further		

<b>SECTION C – Overall experience</b>		
GOOD 😊	SATISFACTORY 😊	POOR 😞

**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](mailto:DetentionServicesComplaints@homeoffice.gov.uk)**

**Thank you for giving your time to complete this questionnaire.**