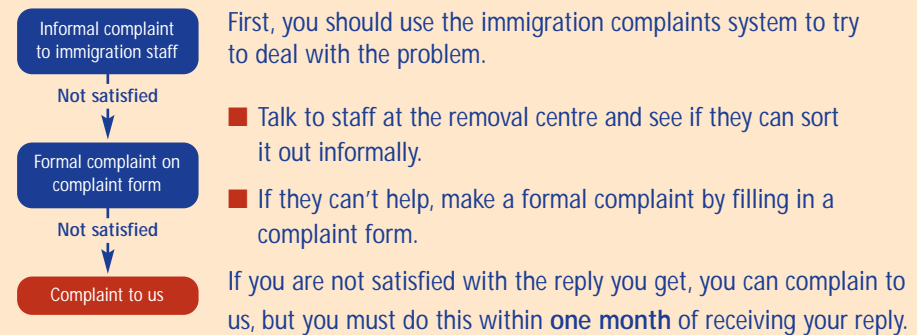


When can you complain to us?



How do you make a complaint to us?

Fill in the form attached to this leaflet or, if you prefer, write to us with details of your complaint. We only need brief details at first, but it helps if you send us your complaint form. We will contact you if we need any extra information.

If you have a problem reading or writing, ask a friend or relative or a member of the Independent Monitoring Board to help.

The OMBUDSMAN

Independent Investigations

Complain with confidence

Who can complain?

All immigration detainees are entitled to complain to us.



What can you complain about?

You can complain about almost anything to do with the way you have been treated in detention. However, the Ombudsman cannot deal with any complaints relating to your immigration case, including any decision to remove you from the United Kingdom.

Where can you get more information?

- Phone: **020 7035 2898**
- Write to:
The Ombudsman
Ashley House
2 Monck Street
London
SW1P 2BQ
- Visit our website at:
www.ppo.gov.uk

This leaflet is also available on our website in different languages.

Please ask for copies from your immigration removal centre, or phone 020 7035 2898.



Plain English Campaign's Crystal Mark applies to wording only.

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Immigration leaflet

The OMBUDSMAN

Independent Investigations



COMPLAIN WITH CONFIDENCE

Making a complaint to the Ombudsman

Objective . Open . Effective

Application form

Please fill in the form below and send it to us.

Your personal details

Surname: Title (Mr, Mrs, Ms, Miss):

First name:

Immigration case reference number:

Date of birth: / /

Please give the name of the immigration removal centre where you are held.

Please give details of any special needs we should bear in mind when we are dealing with your complaint or communicating with you.

Your complaint

Which immigration removal centre were you in when the matter you are complaining about happened? If under escort, please state your start and finish points.

Have the Immigration Service considered your complaint? Yes No

If 'Yes', please send us a copy of their reply. If you have not received a reply, it is unlikely that we will be able to investigate your complaint.

If your complaint is about lost or damaged property, please send us a full description of the items, information about when and where they were bought, and any receipts.

What is your complaint about? (continue on another sheet of paper if necessary)

When did it happen? / /

What do you think should be done to put things right?

What happens **after** you have complained?

We will read your complaint and write to you within 10 days, telling you whether we accept your complaint. If we do not accept your complaint, we will explain why.

How do we decide **whether** we agree with your complaint?

We deal with all complaints by taking a fresh look at the evidence and then reaching a judgement about what is the right thing to do. Whatever the outcome of your complaint, we will always tell you the reasons behind our decision.



What happens when we **investigate** your complaint?

We will gather information about your complaint from you, the Immigration Service and anyone else we think might be able to help. We will then try to settle your complaint in one of the following ways.

- Local resolution – This means trying to find a solution that you and the removal centre can both agree on. This is often the quickest way to deal with the complaint.
- A brief report or letter – We use this when the two sides cannot agree. It can also be quite quick.
- A full report – We also use this when the two sides cannot agree. It is more detailed than the brief report and takes longer to write.

We will complete our investigation within 12 weeks, but in most cases it will be much less than this. If we agree with your complaint, the report will also include a recommendation to the Immigration Service about what they should do to put things right.