**Remember: Safeguarding complaints - follow usual safeguarding procedures**

Here are some types of complaints and where you might direct the complainant:

|  |  |  |
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| **Example complaint** | **Type of complaint** | **Where to direct it** |
| ‘*I want to complain because the officers are racist*’ | a Centre matter | Serco/Home Office/IMB/HMIP |
| *‘I want to complain because I shouldn't be detained’* | an Immigration matter | Home Office - legal team/IMB |
| *‘I want to complain because my cell mate threatened me’* | a safeguarding matter | Is this an urgent issue? If so tell Serco before leaving the centre.  If not report safeguarding to GDWG - any staff member will let safeguarding lead know. GDWG escalate to Serco/HO/WSCC/IMB/ HMIP |
| *‘I want to complain because I haven't got my medication’* | a health matter | healthcare/HO/IMB/HMIP/CQC |

**Making a complaint successfully**

**Try to include:**

* The person’s full name, date of birth, HO Case Reference Number, address, phone and email,
* The date of the incident,
* Clear description of what happened and where,
* Who was involved and names if possible,
* Whether there were witnesses,
* How the incident has affected those involved,
* What would you like the complaint to lead to - an apology, a change of practice, an action such as medications being provided or a medical appointment,
* If there was CCTV nearby the incident.
* Referring to the detention centre rules can help (DSOs).

**Avoid:**

* Making a complaint without detail - especially the date.
* Exaggerating the complaint.
* No evidence - witnesses or medical notes.
* ​A complaint without permission ​i.e. you cannot make a complaint about treatment to a third party unless that person has given you written permission.

**Reacting appropriately to a person’s complaint**

1. Actively listen
2. Respond as if this is the first time you have heard this complaint
3. Explore and clarify ​- To take a complaint forward we need detail
4. Explain the options
5. Enable not rescue
6. Manage expectations- Don't be unrealistic and don't be afraid to be honest if you don’t know
7. Consider why is the person raising this complaint today? Infer what else is going on
8. Don't carry the burden alone - don't keep it to yourself, refer to the office team and share with your local group.

**Referring complaints**

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| --- | --- | --- |
| **Where to refer complaints** | **Who can make the complaint** | **More information** |
| Brook House or Tinsley House Welfare | People in detention, GDWG staff | Good first step to discuss matter with welfare, so they can find the complainant and discuss. |
| Home Office/ Serco | People in detention | ​Via yellow box on every wing by the wing office. Complaint forms are on every wing in around 20 different languages. They don't have to use the form.  IMB see all complaints about Serco and the Home Office and see all responses from Serco (not the Home Office). Detained people should receive a reply from the detention centre in 10 to 20 days. |
| Home Office/Serco | GDWG staff | GDWG Director and staff can escalate any issue to management. An assault should always be reported to Senior Managers. In the case of an assault, the Centre should arrange for a doctor to carry out an examination. Complaints about a serious matter or assault should be reviewed within 12 weeks. |
| Police (via 101) | People in detention | ​In the case of an assault, a detained person can call 101 and ask to be put through to the police station nearest to where the assault took place. |
| Escorts | People in detention | Detained people should first raise a complaint in writing with Mitie, the private company that runs the escorting services, via email. They should also raise the complaint with the Home Office directly via the complaints box.  Email address - [info@mitie.com](mailto:info@mitie.com) |
| Healthcare | People in detention | Detained people should first raise complaints with the doctor or nurses in detention. If they don't help, they should ask to talk to the Healthcare Centre Manager. There is also a complaints box in healthcare. If healthcare in the centre do not help, detained people can complain to NHS England by phone, post or email.  If detained people have a complaint about what happens on a hospital visit, they should write to the hospital where the event happened. Locally people are most likely to go to Crawley Hospital or East Surrey Hospital so if a detained person says something bad happened in hospital and they don't know where they were, ask if they remember if it was Crawley or East Surrey. A healthcare complaint should be acknowledged within 3 days. |
| IMB | People in detention, GDWG staff. | **White letter box**- ​picked up once a week if Mon to Fri can be nearly two weeks.  ​**Email address -** [app.brookhouse@justice.gov.uk](mailto:app.brookhouse@justice.gov.uk)  ​**0800 448 0777-** number ​checked every day.  **Applications** (not complaints)- forms for applications are on the wings also fine to use plain paper.  IMB have to hear applications. Detained person can write 'come and see me' or 'I need help' and the IMB have to respond. |

**We are logging these complaints currently:**

* Complaints regarding escorts
* Complaints about property
* Complaints about use of force
* Complaints about segregation
* Complaints about healthcare
* Complaints about staff
* Complaints about legal advice
* Complaints about visits
* Complaints about other detained persons
* Complaints about work/work being taken away
* Complaints about phone signal/faxes/internet access
* Complaints regarding immigration case

Please mention any complaints on your feedback form if the person you were visiting complained generally about the above areas, or if it was an official complaint.