
11. COMPLAINTS

REQUIREMENT	THE CONTRACTOR'S UNDERTAKING/PROPOSALS	CONTRACTOR'S AUDIT PROPOSAL
11.1 PROCEDURES		
<i>The Contractor shall ensure that the investigation of complaints made by Detainees complies with the procedures set out in DSO 9/2006 and DSO 12/2006 (Appendix H).</i>	GSL will submit full procedures for requests and complaints for approval two months before the Commencement Date of the Contract. GSL will adhere to all requirements contained in the Detention Centre Rules 2001, Operating Standards, and Detention Service Orders 9/2006 and 12/2006.	Local Standards Audit Complaints Log
<i>The Contractor shall ensure that:</i>		
11.1.1 On arrival at the Removal Centre a Detainee and/or Dependant Child is made aware of the procedures for making a complaint;	GSL confirms that a Detainee and/or Dependant Child on arrival will be made aware of the procedure for making complaints and requests. Induction staff will provide a variety of information, including clear details on complaints and requests procedures. Detainees will be advised that requests and grievances may be made to the staff in the Information Officer/Family Unit and that there will be a system to address issues that cannot be resolved at grass roots level.	

<p><i>11.1.2 Procedures are in place which comply with the requirements of DSO 9/2006 and DSO 12/06 (Appendix I)</i></p>	<p>GSL will comply with the requirements of DSO 9/2006 and DSO 12/2006 Appendix I.</p>	<p>Complaints Log</p>
<p><i>11.1.3 It has in place a system for ensuring that complaints from other parties are dealt with fully and within a stipulated timescale;</i></p>	<p>1.</p> <p>GSL will have in place a system for ensuring requests and complaints from other parties are dealt with fully and within the stipulated time scale as approved by the Authority.</p> <p>GSL will notify the Authority's Representatives when it becomes aware of any complaints from an external party.</p> <p>Where a person other than a Detainee and/or Dependant Child raises a complaint, we will acknowledge receipt and where appropriate, advise the sender of the approved procedures. The complaint will then be investigated in the same manner as complaints made by Detainees and/or Dependant Children.</p> <p>GSL will adhere to time scales as set out in the Operating Standards and the agreed procedure. All complaints received will be recorded in the Complaints Log with the date, time, name of complainant or Agency and a brief descriptor annotated.</p> <p>GSL will implement procedures for the investigation of complaints. Detainees and/or Dependant Children will be provided with an acknowledgement within 24 hours of receiving the complaint, with a written response issued within 3 days.</p> <p>All DCF9 forms (and other forms of written complaints) will be recorded in the Complaints Log. This will record the time and date the DCF9 or complaint was received from the Detainee and</p>	<p>Complaints Log</p> <p>Complaint File</p>

	<p>also to whom the form was passed.</p> <p>If the investigation into the complaint is envisaged to take any longer than 3 days, then an interim written response will be sent to the Detainee and/or Dependant Child, outlining the reasons for delay and actions being taken, within the 3-day time limited set in the Detention Service Order.</p>	
<p><i>11.1.4 Complaints of alleged racial discrimination are brought to the attention of the RRLO whose role is to investigate such complaints;</i></p>	<p>GSL will ensure that when complaints of alleged racial discrimination are received they will be logged as a complaint in the normal way, and then forwarded to the Manager of Religious Affairs who is the nominated Race Relations Liaison Officer (RRLO) for investigation as outlined in the approved policy and procedures (Schedule D, Section 9 refers).</p> <p>The complaints clerk shall ensure that Detainees are provided with an acknowledgement within 24 hours of the complaint being received. The RRLO will give a written response to the complainant within 3 days.</p> <p>The complaints clerk will advise the Centre Director of any such complaints.</p>	<p>Complaints Log</p> <p>Racial Incidents complaints register</p>