

16 October 2023

## Reference: FOI 502 Freedom of Information Request

Thank you for your emails of 4 September 2023 and 25 September 2023. Your request has been handled under the Freedom of Information Act 2000.

#### You asked us:

For the years 2015 – 2022, the number of complaints received from Immigration Removal estates with the following details:

- The complaint outcome (ineligible, upheld and not upheld)
- The complaint category and subcategory (this includes a variety of categories which covers the substantive element of the complaint)

## Our response:

The below table gives a summary of the complaint outcome (ineligible, upheld or not upheld) for each year 2015 – 2022.

Complaint outcome for complaints received by the PPO from the Immigration Removal estate 1st January 2015 to 31st December 2022:

Complaint outcome	2015	2016	2017	2018	2019	2020	2021	2022	Total
Ineligible	20	21	26	12	12	3	6	4	104
Not Upheld	18	16	13	13	11	4	1	3	79
Upheld	9	2	9	6	4	2	0	0	32
Total	47	39	48	31	27	9	7	7	215

The table below (see next page) gives a summary of the complaint categories and subcategories (detailing the substantive element of the complaint) for all complaints received by the PPO from the Immigration removal estate in the period 1<sup>st</sup> January 2015 to 31<sup>st</sup> December 2022, no matter the eligibility or outcome of the complaint.

Email: mail@ppo.gov.uk

Web: www.ppo.gov.uk

Accommodation	Complaint category	Complaint subcategory	Total		
Accommodation Total			4		
Administration		In-cell	3		
General   21   Record Keeping   Reports   1   Reports	Accommodation Total		7		
Record Keeping   Reports	Administration	Complaints Procedure	2		
Reports		General	21		
Administration Total   Escorts   (No subcategory)   28		Record Keeping	1		
Escorts   (No subcategory)		Reports	1		
Escorts Total	Administration Total				
Escorts Total	Escorts	(No subcategory)	4		
Quality   Special diet   Special d	Escorts Total		4		
Quality   Special diet   Special d	Food	Availability/quantity	1		
Special diet			2		
Food Total			2		
Letters	Food Total	5			
Restrictions/ delays   Rule 39/ confidential access   22		Recorded	1		
Rule 39/ confidential access   2	2011010		1		
Appointments			2		
Medical         Appointments         7           Medication/Treatment         8           (No subcategory)         1           Money         Missing         1           Money Total         1           Multiple Ineligible complaints         (no subcategory)         8           Multiple Ineligible complaints Total         8           Prisoners         Assault         8           Bullying/harassment         3           General         1           Property         Damaged         4           Lost         1           Missing         51           Not allowed/confiscated         3           Property Total         5           Regime         Day to day         5           Segregation         1           (No subcategory)         1           Regime Total         3           Staff behaviour         Assault         1           Assault (not UoF)         13           Bullying/harassment         3           General         25           Use of Force         13           Staff behaviour Total         5           Transfers         Closer to home         4	Letters Total	Train do, dominantial added	4		
Medical Total		Appointments	7		
Medical Total	Medical				
Medical Total         16           Money         Missing           Money Total         1           Multiple Ineligible complaints         (no subcategory)           Complaints         8           Multiple Ineligible complaints Total         8           Prisoners         Assault         8           Bullying/harassment         3           General         1           Property         Damaged         1           Lost         1           Missing         51           Not allowed/confiscated         3           Property Total         5           Regime         Day to day         5           Segregation         1           (No subcategory)         1           Regime Total         7           Staff behaviour         Assault         1           Assault (not UoF)         13           Bullying/harassment         3           General         25           Use of Force         13           Staff behaviour Total         55           Transfers         Closer to home         2           Delays         1           Internal/wing         1					
Money         Missing         1           Money Total         1           Multiple Ineligible complaints         (no subcategory)           Complaints         (no subcategory)           Multiple Ineligible complaints Total         8           Prisoners         Assault           Bullying/harassment         3           General         1           Property         Damaged         4           Lost         1           Missing         51           Not allowed/confiscated         3           Property Total         59           Regime         Day to day           Segregation         1           (No subcategory)         1           Regime Total         1           Staff behaviour         Assault         1           Assault (not UoF)         13           Bullying/harassment         3           General         25           Use of Force         13           Staff behaviour Total         55           Transfers         Closer to home         2           Delays         1           Internal/wing         1           Regime/facilities         2	Medical Total	(No subcategory)	1		
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Multiple Ineligible complaints         (no subcategory)         8           Multiple Ineligible complaints Total         8           Prisoners         Assault         8           Bullying/harassment         3           General         1           Property         Damaged         4           Lost         1           Missing         51           Not allowed/confiscated         3           Property Total         59           Regime         Day to day         5           Segregation         1           (No subcategory)         1           Regime Total         7           Staff behaviour         Assault         1           Assault (not UoF)         13           Bullying/harassment         3         3           General         25           Use of Force         13           Staff behaviour Total         55           Transfers         Closer to home         2           Delays         1           Internal/wing         1           Regime/facilities         2           Transfers Total         2           Visits         Restrictions/delays		Missing	-		
complaints         (no subcategory)         8           Multiple Ineligible complaints Total         8           Prisoners         Assault         8           Bullying/harassment         3           General         1           Property         Damaged         4           Lost         1           Missing         51           Not allowed/confiscated         3           Property Total         59           Regime         Day to day         5           Segregation         1           (No subcategory)         1           Regime Total         7           Staff behaviour         Assault         1           Assault (not UoF)         13           Bullying/harassment         3           General         25           Use of Force         13           Staff behaviour Total         55           Transfers         Closer to home         2           Delays         1           Internal/wing         1           Regime/facilities         2           Transfers Total         2           Visits         Restrictions/delays         2           Visits Total <td></td> <td>1</td> <td>1</td>		1	1		
Multiple Ineligible complaints Total         8           Prisoners         Assault         8           Bullying/harassment         3           General         1           Property         Damaged         4           Lost         1           Missing         51           Not allowed/confiscated         3           Property Total         5           Regime         Day to day         5           Segregation         1           (No subcategory)         1           Regime Total         3           Staff behaviour         Assault         1           Assault (not UoF)         13           Bullying/harassment         3           General         25           Use of Force         13           Staff behaviour Total         55           Transfers         Closer to home         2           Delays         1           Internal/wing         1           Regime/facilities         2           Transfers Total         2           Visits         Restrictions/delays         2           Visits Total         2           Work & Pay         Loss of job		(no subsatagory)	0		
Prisoners         Assault Bullying/harassment General         8 Bullying/harassment         8 Bullying/harassment         1 Bullying/harassment         1 Bullying/harassment         1 Bullying/harassment         2 Bullying/harassment         2 Bullying/harassment         2 Bullying/harassment         3 Bullying/harassment					
Bullying/harassment   3   12			-		
Prisoners Total	FIISUREIS				
Prisoners Total         12           Property         Damaged           Lost         1           Missing         51           Not allowed/confiscated         3           Property Total         59           Regime         Day to day         5           Segregation         1           (No subcategory)         1           Regime Total         7           Staff behaviour         Assault         1           Assault (not UoF)         13           Bullying/harassment         3           General         25           Use of Force         13           Staff behaviour Total         55           Transfers         Closer to home         4           Delays         1           Internal/wing         1           Regime/facilities         2           Transfers Total         2           Visits         Restrictions/delays         2           Visits Total         2           Work & Pay         Loss of job         2           Work & Pay Total         2					
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Missing   Not allowed/confiscated   Staff behaviour Total   Staff behaviour	Property		-		
Not allowed/confiscated   33					
Property Total         59           Regime         Day to day         5           Segregation         1           (No subcategory)         1           Regime Total         7           Staff behaviour         Assault         1           Assault (not UoF)         13           Bullying/harassment         3           General         25           Use of Force         13           Staff behaviour Total         55           Transfers         Closer to home         4           Delays         1           Internal/wing         1           Regime/facilities         2           Transfers Total         8           Visits         Restrictions/delays         2           Visits Total         2           Work & Pay         Loss of job         2           Work & Pay Total         2					
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Regime Total         7           Staff behaviour         Assault         1           Assault (not UoF)         13           Bullying/harassment         3           General         25           Use of Force         13           Staff behaviour Total         55           Transfers         Closer to home         4           Delays         1           Internal/wing         1           Regime/facilities         2           Transfers Total         8           Visits         Restrictions/delays         2           Visits Total         2           Work & Pay         Loss of job         2           Work & Pay Total         2					
Staff behaviour         Assault (not UoF)         13           Bullying/harassment         3           General         25           Use of Force         13           Staff behaviour Total         55           Transfers         Closer to home         4           Delays         1           Internal/wing         1           Regime/facilities         2           Transfers Total         8           Visits         Restrictions/delays         2           Visits Total         2           Work & Pay         Loss of job         2           Work & Pay Total         2	<u> </u>	(No subcategory)	1 1		
Assault (not UoF)		T			
Bullying/harassment   25     General   25     Use of Force   13     Staff behaviour Total   55     Transfers   Closer to home   24     Delays   1     Internal/wing   1     Regime/facilities   2     Transfers Total   8     Visits   Restrictions/delays   2     Visits Total   2     Work & Pay   Loss of job   2     Work & Pay Total   2	Staff behaviour		1		
General   25     Use of Force					
Use of Force			3		
Staff behaviour Total         55           Transfers         Closer to home         4           Delays         1           Internal/wing         1           Regime/facilities         2           Transfers Total         8           Visits         Restrictions/delays         2           Visits Total         2           Work & Pay         Loss of job         2           Work & Pay Total         2			25		
Transfers         Closer to home         4           Delays         1           Internal/wing         1           Regime/facilities         2           Transfers Total         8           Visits         Restrictions/delays         2           Visits Total         2           Work & Pay         Loss of job         2           Work & Pay Total         2		Use of Force	13		
Delays	Staff behaviour Total				
Internal/wing 1 Regime/facilities 2  Transfers Total 8 Visits Restrictions/delays 2 Visits Total 2 Work & Pay Loss of job 2 Work & Pay Total 2	Transfers		4		
Regime/facilities 2  Transfers Total 8  Visits Restrictions/delays 2  Visits Total 2  Work & Pay Loss of job 2  Work & Pay Total 2		Delays	1		
Transfers Total  Visits  Restrictions/delays  Visits Total  Work & Pay  Loss of job  Work & Pay Total  Z		Internal/wing	1		
VisitsRestrictions/delays2Visits Total2Work & PayLoss of job2Work & Pay Total2			2		
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Work & Pay Loss of job 2 Work & Pay Total 2			2		
Work & Pay Total		Loss of job	2		
			2		
130141	Total		215		

Email: mail@ppo.gov.uk Web: www.ppo.gov.uk The full data, splitting the complaint category and subcategory by complaint outcome and year received, is available in an appendix to this letter.

### About the data

In the period 1st January 2015 to 31st December 2022, the Prisons and Probation Ombudsman (PPO) received 215 complaints from the Immigration Removal Estate. The complaints came from the following Immigration Removal Centres (IRCs): Brook House IRC, Campsfield House IRC (now closed), Dover IRC (now closed), Dungavel House Removal Centre, Heathrow IRC (comprising Colnbrook IRC and Harmondsworth IRC), Morton Hall IRC (now closed), Tinsley House IRC, Yarl's Wood IRC, and The Verne IRC (now closed). Dungavel House Removal Centre is in South Lanarkshire, Scotland, but falls under the remit of the PPO as an IRC.

As a reminder of the complaint outcomes, a complaint is eligible if it is from a person who has been through the relevant internal complaints process (the two-stage prison process, or the immigration or probation process) and the complainant brings it to us within three months of receiving the final stage reply from the service in remit. The complaint also must be about something which is within our remit. Otherwise, the complaint will be categorised as **ineligible**.

A complaint is **upheld** if, after investigation, we find in favour of the complainant – i.e., we find the service in remit has acted contrary to their local and/or national policy, or otherwise inappropriately or unreasonably.

A complaint is **not upheld** if we find that the service in remit has acted in keeping with policy. Or, if there is no specific relevant policy or that they have not acted unreasonably or inappropriately.

The complaint category describes the substantive element of the complaint, at the discretion of the case investigator.

You have the right to appeal against our response if you think it is incorrect. Details can be found in the 'How to Appeal' section attached at the end of this letter.

Email: mail@ppo.gov.uk

Web: www.ppo.gov.uk

The Prisons and Probation Ombudsman (PPO) carries out **independent investigations** into complaints and deaths in custody. The detailed role and responsibilities of the PPO are set out in our office's Terms of Reference. The PPO has three main duties:

- to **investigate complaints** made by prisoners, young people in detention (prisons and secure training centres), offenders under probation supervision and individuals detained under immigration powers (detained individuals)
- to investigate deaths of prisoners, young people in detention, approved premises' residents and detained individuals due to any cause, including any apparent suicides and natural causes
- to **investigate deaths** of **recently released prisoners** that occur within 14 days of release from prison (except homicide)

The purpose of these investigations is **to understand what happened**, **to correct injustices** and **to identify learning** for the organisations whose actions we oversee so that the PPO makes a significant contribution to safer, fairer custody and offender supervision.

We may use or share your data only to the necessary extent when conducting our independent investigations in the exercise of our official authority. We will share your data with third parties (e.g. the prison) in order to make sure the information is accurate; to prevent or detect failings; and to identify lessons learnt. We may sometimes need to share your data with third parties if required by law. We only keep your personal data for as long as it is needed, as set out in our data retention policy. If you need any further information about how your data is used, please contact us.

Email: mail@ppo.gov.uk

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## How to Appeal

#### Internal Review

If you are not satisfied with this response, you have the right to an internal review. The handling of your request will be looked at by someone who was not responsible for the original case, and they will make a decision as to whether we answered your request correctly.

If you would like to request a review, please write or send an email to the Prisons and Probation Ombudsman's office **within two months of the date of this letter**, at the following address:

Prisons and Probation Ombudsman Third Floor 10 South Colonnade Canary Wharf London E14 4PU

E-mail: Mail@ppo.gov.uk

# Information Commissioner's Office (ICO)

If you remain dissatisfied after an internal review decision, you have the right to apply to the Information Commissioner's Office. The Commissioner is an independent regulator who has the power to direct us to respond to your request differently, if he considers that we have handled it incorrectly.

Email: mail@ppo.gov.uk

Web: www.ppo.gov.uk

You can contact the ICO at the following address:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

Internet address: https://ico.org.uk/

# **Appendix**

Full complaints data for complaints received by the PPO from the Immigration Removal estate 2015-2022. Detailing the range of complaint outcomes, categories and subcategories

subcategory Accommodation -General			2017	2018	2019	2020	2021	2022	Total
		2016					1		1
Accommodation -In-cell					1			1	2
Administration -Complaints									
Procedure	1								1
Administration -General	2	3	3	2	1	1			12
		3	3		'	'	1		1
		1					'		1
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	5	3	6	4	2				16
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	3		2	3				1	9
				1	1				3
	1	1	1						3
						1			1
			1						1
		1							1
							1		1
	20	21	26	12	12	3	6	4	104
			1	1	1				3
						1			1
		1							1
Administration -General	2	1	2	2	1				8
Escorts			1						1
Letters -Restrictions/ delays				1					1
Medical -Medication/Treatment	1								1
Prisoners -Assault		1			1				2
Prisoners -Bullying/harassment	1	1		1					3
Prisoners -General				1					1
Property -Damaged				1	1				2
Property -Missing	6	3	4	1	4	1		1	20
Property -Not allowed/confiscated							1		1
		1							1
	2		1	1	1				7
, ,					-	1		1	3
	Administration -Record Keeping Administration -Reports Escorts Food -Availability/quantity Food -Quality Food -Special diet Letters -Recorded Letters -Rule 39/ confidential access Medical Medical -Appointments Medical -Medication/Treatment Multiple Ineligible complaints Prisoners -Assault Property -Damaged Property -Lost Property -Missing Property -Not allowed/confiscated Regime Regime -Day to day Regime -Segregation Staff behaviour -Assault Staff behaviour -Assault (not UoF) Staff behaviour -Use of Force Transfers -Closer to home Transfers -Delays Transfers -Regime/facilities Visits -Restrictions/delays Work & Pay -Loss of job al Accommodation -In-cell Administration -Complaints Procedure Administration -General Escorts Letters -Restrictions/ delays Medical -Medication/Treatment Prisoners -Assault Prisoners -Bullying/harassment Prisoners -General Property -Damaged Property -Missing	Administration -Record Keeping Administration -Reports  Escorts  Food -Availability/quantity Food -Quality Food -Special diet Letters -Recorded Letters -Rule 39/ confidential access Medical Medical -Appointments Medical -Medication/Treatment Prisoners -Assault Property -Damaged Property -Lost Property -Not allowed/confiscated Regime -Day to day Regime -Segregation Staff behaviour -Assault (not UoF) Staff behaviour -General Staff behaviour -Use of Force Transfers -Closer to home Transfers -Regime/facilities Visits -Restrictions/delays Work & Pay -Loss of job Accommodation -In-cell Administration -General Accommodation -General	Administration -Record Keeping Administration -Reports  Escorts  Food -Availability/quantity Food -Quality Food -Special diet Letters -Recorded Letters -Recorded Letters -Rule 39/ confidential access Medical Medical -Appointments Medical -Medication/Treatment Property -Damaged Property -Lost Property -Not allowed/confiscated Regime -Day to day Regime -Segregation Staff behaviour -Assault (not UoF) Staff behaviour -General Transfers -Closer to home Transfers -Delays Transfers -Regime/facilities Visits -Restrictions/delays Medical -Medication/Treatment Administration -General Accommodation -G	Administration -Record Keeping         1           Administration -Reports         1           Escorts         1           Food -Availability/quantity         1           Food -Quality         1           Food -Special diet         2           Letters -Recorded         1           Letters -Recorded         2           Letters -Recorded         1           Letters -Recorded         1           Letters -Recorded         1           Letters -Recorded         1           Letters -Recorded         2           Letters -Resailt         3           Medical         4Mpointer           Medical -Appointments         3           Medical -Appointments         3           Medical -Appointments         3           Letters -Resault         1           Proserty -Bissall         1           Property -Not allowed/confiscated         1           Regime - Day to day         1           Tasiff behaviour - Assault (not UoF)         3         1	Administration - Record Keeping         1           Administration - Reports         1           Escorts         1           Food - Availability/quantity         1           Food - Quality         1           Food - Special diet         2           Letters - Recorded         1           Letters - Rule 39/ confidential access         1           Medical         3         2           Medical - Appointments         3         2           Medical - Medication/Treatment         2         2         2           Multiple Ineligible complaints         1         3         2           Prisoners - Assault         1         1         1           Property - Damaged         1         1         1           Property - Lost         1         1         1         1           Property - Not allowed/confiscated         1	Administration - Reports	Administration - Record Keeping   Administration - Reports   1	Administration -Record Keeping	Administration - Record Keeping   1

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	Staff behaviour -General	2	5	3	2					12
	Staff behaviour -Use of Force			1	1	2	1		1	6
	Transfers -Closer to home	1								1
	Transfers -Internal/wing				1					1
	Transfers -Regime/facilities									1
	Visits -Restrictions/delays	1								1
	Work & Pay -Loss of job		1							1
Not Upheld T	Not Upheld Total		16	13	13	11	4	1	3	79
Upheld	Administration -General				1					1
	Escorts	1				1				2
	Letters -Rule 39/ confidential access				1					1
	Medical -Appointments				1					1
	Money -Missing	1								1
	Prisoners -Assault			1						1
	Property -Damaged	1								1
	Property -Missing	3	2	6	2	2				15
	Property -Not allowed/confiscated	1								1
	Staff behaviour -General	1		1	1		1			4
	Staff behaviour -Use of Force	1		1		1	1			4
Upheld Total		9	2	9	6	4	2			32
Total		47	39	48	31	27	9	7	7	215

Email: mail@ppo.gov.uk Web: www.ppo.gov.uk