

BY EMAIL

27 March 2026

Reference: FOI 734 Freedom of Information request

Thank you for your email, which we received on 3 March 2026. Your request has been handled under the Freedom of Information Act 2000.

You asked us:

For information on the number of complaints received by the Prisons and Probation Ombudsman (PPO), for the period of 1 January 2023 onwards by people held in immigration removal centres and in short-term holding facilities.

Of these complaints, you asked for information on the number of complaints from people held in immigration removal centres and in short-term holding facilities that were subject to investigation or not investigated.

You also asked whether the PPO collates data on the types of complaint made by people held in these facilities and to explain the system of categorising complaints.

Our response:

We have searched our records and we hold the requested information. A copy of the information that you requested is shown below.

The table below contains a summary of the total complaints received from complainants in immigration removal centres (IRCs) and short-term holding facilities (STHFs), between January 2023 and February 2026, and their investigation status.

Establishment Type	Subject to Investigation	Not subject to investigation	Withdrawn	Total
IRC	8	8	1	17
STHF	0	0	0	0

The table below contains a summary of individual complaints received from complainants in IRCs and STHFs, between January 2023 and February 2026, including the complaint category and date received.

Received Date of Complaint	Complaint Category	Subject to Investigation?
Mar 2023	Staff behaviour	Yes
May 2023	Probation	No
May 2023	Other	No
Oct 2023	Property	No
Nov 2023	Staff behaviour	Yes
Nov 2023	Staff behaviour	Yes
Nov 2023	Staff behaviour	Yes
Nov 2023	Staff behaviour	Yes
Dec 2023	Property	Withdrawn
Feb 2024	Staff behaviour	Yes
May 2024	Staff behaviour	No
Aug 2024	Staff behaviour	Yes
Aug 2024	Staff behaviour	No
Aug 2024	Staff behaviour	Yes
Sep 2025	Prisoners	No
Oct 2025	Medical	No
Dec 2025	Accommodation	No

The table below contains the PPO's complaint categories, which is also found in our annual report.

Accommodation	Food	Money	Probation	Staff behaviour
Adjudication	Home Detention Curfew	Multiple ineligible complaints	Progression	Transfers
Administration	Incentives and Earned Privileges	Other	Property	Video calls
Categorisation	Legal	Parole	Regime	Visits
Equalities	Letters	Phone calls	Resettlement	Work and pay
Escorts	Medical	Prisoners	Security	

I hope that this is helpful.

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: PPOMailFreedomofInformationRequests@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.

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.

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/>