



Internal Complaints Process (ICP)

As part of the Department of Immigration's commitment to serving our customers, we have implemented an Internal Complaint Process (ICP) whereby customers who feel that they have not been treated appropriately by our Department have a process by which they are able to voice their complaint and have their concerns addressed.

For your convenience copies of this leaflet and the complaint form are available in our reception area, or online at www.immigration.gov.ky.

The complaints procedure:

1. The complainant will be asked to complete and sign the Internal Complaint Form. If, for any reason they are unable to complete the form on their own, they may request assistance from a friend or family member.
2. Complaint forms may be submitted via one of the following ways:-
 - By using the internal & external drop box located at the Department of Immigration (across from the Glass House Building)
 - By email to: Imminternalcomplaints@gov.ky
 - By Fax: (345) 949-7327
 - By Mail to:

Immigration Internal Complaints
Department of Immigration
94A Elgin Avenue
P.O. Box 1098 G.T.
Grand Cayman
KY1-1102

3. Upon receipt, the complaint will be logged in the Department's computer system and within 10 working days an acknowledgment letter with a reference number will be sent to the complainant advising them that their complaint has been received and the timeframe in which they may expect to receive a response. The complainant should make sure that they keep a copy of their complaint.
4. The Deputy Chief Immigration Officer (DCIO) will endeavor to conduct the investigation and provide their **findings** within 30 calendar days. However, if the DCIO finds that the investigation cannot be properly investigated within the 30 days, the complainant will be advised in writing of the delay, the reason for the delay, and the expected length of the delay.
5. Within 30 days of the **completion** of the investigation, the DCIO will provide a written response to the complainant outlining any action taken or to be taken by the Department in order to rectify the complaint.
6. If the Complainant is not satisfied with the response from the DCIO, they may file a complaint with the Office of the Complaints Commissioner.

The Complaints Commissioner
Office of the Complaint Commissioner
P.O. Box 2252 Grand Cayman
KY1-1107

Tel: (345) 943-2220
Fax: (345) 943-2221
Email: caymancomplaints@yahoo.com
Website: www.occ.gov.ky