

Rec 2/6/17

20/6/17  
(27/6/17)

ONE 01000142175  
(10 - Physical Examination) 10/104a

2-July:  
3-July:  
4-July:  
5-July:  
6-July:

<b>For Official Use Only</b>	
Unique Reference Number:	Case Owner Team: DATA Proc. (initial)
Date Complaint Received: 26/05/17	TEAM SUEF 9
Family Name: <b>D381</b>	First Name(s): <b>D381</b>
Date of Birth: <b>DPA</b>	Nationality: <b>JAMAICAN</b>
CID Reference Number: 4250898 HO Reference Number: M1095516 NOMIS Number:	Current Location (IRC or STHF name, other): <b>Black House.</b>
Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): <b>Welfare, needs more staff assistance.</b>	
Contact details – email address and mobile telephone number:	

Have you previously spoken to anyone about your complaint? Yes ☒ No ☐

If 'Yes', to whom did you speak? **Management, Staffs,**  
**Welfare staff: Octavia.**

Is this a complaint about healthcare services or staff? Yes ☐ No ☒

If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records. Do you give permission for the investigating officer to have access to your medical records?

Yes ☐ No ☐

Please provide a telephone number/forwarding address/email address if you wish to receive a reply after you have left detention. Any reply by email will not be encrypted.

A copy of your complaint and response, unless the complaint is marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) to allow them to monitor the way in which the complaint was handled. If you do not wish the IMB to see a copy of your complaint or response please tick this box: ☐

The submission of a complaint will not affect consideration of your immigration status and will not prevent you from being removed from the United Kingdom, unless it is a complaint of a serious assault and involves a police investigation.

The submission of a complaint will have no influence as to whether or not you will be transferred to another immigration removal centre.

Details of your complaint and what you would like to see done about it:

(Continue on a separate page if necessary)

Fax machines frequently not working for various reasons on every Wing A,B,C,D,E. Sometimes detainees have to resort to the Welfare in most cases for assistance.

There is a Shortage on Staffs working in the Welfare department. I Speak on behalf of all detainees/Human Beings detained at Brook House.

This affect detainees deadlines to email Important documents to Legal Solicitors, or to be assisted in other ways. Detainees are waiting for the whole afternoon before they are being seen. 1 Staff alone can not assist 10-20 detainees at a time. The Welfare

Signature: \_\_\_\_\_

Signature

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

Date: 25/5/2017