



Brook House
Date: 23/06/2017



Dear **D381**

Complaint Reference Number: CMS 131000148145

Thank you for your complaint dated 25th May 2017 concerning the fax machines and Welfare provisions at Brook House. I am writing to advise that I have now completed my investigation and would like to offer the following response.

This investigation was conducted by myself and involved speaking to the Residential Manager, checking the fax machines on all wings and reviewing Welfare staffing provisions.

Your complaint contained two main issues which have been investigated.

Firstly, you felt unhappy that the fax machines were frequently not working on A, B, C, D and E Wings.

I personally checked all the fax machines, albeit after the date of your concern, but on the 17th June, I can confirm that they were all working. Beck Wing detainees complained that their fax machine was not working, but upon further inspection it showed that it was working through a back-log of faxes. I spoke to the Residential Manager Juls Williams, and reviewed the Residential Detainee Custody Manager completed Matrix which showed that a Help desk was open between 14:00-15:00 on weekdays to assist with such issues as faxing, as well as the Welfare office.

From the evidence I have sourced, I have concluded that I am unable to uphold this aspect of your complaint. Although you complained that the fax machines were not working, other avenues such as the Residential Detainee Custody Manager help desk and Welfare were available in such an event. Also, as I have checked all the fax machines, I am able to report that the correct maintenance has taken place in order for them to work again.

Secondly, you felt that there was a shortage of staff working in the Welfare Department.

I spoke to the Equality and Diversity Manager Conway Edwards, who line manages the Welfare department, and he informed me that before September 2016 there only used to be two Welfare officers who worked opposite days to each other. Since September 2016 two more Welfare officers have been recruited into the Welfare department, totalling four Welfare officers; unfortunately on the day of your complaint, one of our Welfare officers had fallen sick.

As I am sure you can appreciate, the Welfare officer role requires a certain set of skills that not all officers would be able to accommodate if just placed into the Welfare department. However, since the date of your complaint a Welfare meeting was held and it was agreed to recruit a further two detainee paid work positions as Welfare Orderlies, totalling four. One of these Welfare Orderlies will be in the corridor, not just to keep the queue in order, but also to see if any issues can be resolved outside of the Welfare office.

I have however, raised the question with the Head of Safeguarding, to see if extra Welfare staff will be recruited in the near future.

Having carefully reviewed the evidence I have obtained during this investigation, I have concluded that I cannot uphold this second part of your complaint. This is because extra staff had been recruited into the Welfare office eight months prior to your complaint and there had been fewer before this time. As I mentioned previously, the Residential Detainee Custody Manager would have also been able to assist from the Help Desk.

Any expression of dissatisfaction from a resident is taken seriously, irrelevant of the outcome, and we will endeavour to learn to continuously improve our service and care.

I hope you feel satisfied with the way in which your complaint has been handled, however, should you wish to discuss any aspect of it, please feel free to contact me.

If you remain dissatisfied you may also appeal to the Prisons and Probation Ombudsman who is independent of Immigration Enforcement and G4S. You must do this within three months of receiving this letter. I have enclosed a leaflet which explains the process "How to complain to the Ombudsman". This leaflet can also be found at http://www.ppo.gov.uk/wp-content/uploads/2014/06/PPO_Complaint_leaflet_Dec_2013.pdf

The PPO cannot deal with any complaints relating to your immigration status, including any decision to remove you from the United Kingdom, nor does the PPO deal with complaints about healthcare. You can only appeal to the PPO if you are the person with the complaint. Complaints from third parties cannot be accepted.

To help us continually improve our Complaints Handling Process, we have also enclosed a Complaints Handling Feedback Form with this letter which we ask that you complete and return to the Home Office (by posting, emailing or placing it in the Home Office Complaints Box).

I would like to take this opportunity to thank you for bringing your concerns to our attention.