

**For Official Use Only**

Unique Reference Number:

Case Owner Team:

NRC London 4

Date Complaint Received: 24/06/17

Family Name:	First Name(s):
<b>D2953</b>	<b>D2953</b>

Date of Birth:	Nationality:
<b>DPA</b>	<i>Bulgarian</i>

CID Reference Number: 123 54885	Current Location (IRC or STHF name, other): Brook House, near to
HO Reference Number: NEX/SDG/589	1. Catwisk Airports
NOMIS Number:	

Location where the incident you are referring to in your complaint occurred (IRC, STAF, other):

A locked with steel door, room on ground floor, Eden Wing, and the staff room in.

Contact details – email address and mobile telephone number: **DPA**

**DPA**

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

If 'Yes', to whom did you speak?

If 'Yes', to whom did you speak? To any bosses and security staff in Brook House.

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~~

# DPA

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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)

That is Terrible,  
Almost 9(Nine) Days, the Doctor and  
another Medical Staff in Brook House  
don't wants to give me, the my med-  
cines (three different: an Antidepressant,  
that help me to my terrible  
problems with Insomnia, without it I was  
sleeping only 1-2 (one, two) hours, every  
night, an capsules for the my pain from  
spinal Hernia, 6 May 2017, and another  
capsules with Vitamin D (fish oil) for  
my memory!!! I was feeling very tired and  
stressed these almost 9(Nine) days!!!  
I was beaten from an old (almost 60 years  
old) and a man (almost 2 metres) Twice →

Sensitive/Irrelevant

Signature

Date:

PLACE  
COMPL

signature

IN THE YELLOW IMMIGRATION ENFORCEMENT

The Name to this old man, from security  
Staff to Brook House, is Eric, maybe!?





Times, in Left Leg, on 10 June 2017,  
in an locked with steel door, room, on  
ground floor, Eden Wing (I was have a  
blue areas to my left leg!) !!!

In Left Side to my Chest (I was have  
two very strong operations <sup>in 1985</sup> to my Chest,  
I was **Sensitive/Irrelevant** to my Chest,  
from Rahit, indeed to Vitamin D) on 11 June  
2017 !!!

And in the Left Side to my Head,  
nearby to the Left Ear (Every shot to the  
head is very dangerous, sometimes and for  
the Life!) on 16 June 2017, in the  
Staff room on Eden Wing (was another  
Security Staff near in this Staff room,  
this man was watching this shot to my  
head!) !!!

I was have this terrible problem with  
Insomnia, ever 25 years, after the Death  
to My Sister **Name Irrelevant** God Bless her Soul

on 9 July 1990, only 31 years old (I was  
only 29 years old!) !!!  
I want very big compensation (much money),  
because of this. All the shots to my body. Destroyed the my body. !!!



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Date Complaint Received: 24/06/17

NRC London 4

Family Name:

**D2953**

First Name(s):

**D2953**

Date of Birth:

**DPA**

Nationality:

Bulgarian

CID Reference Number: 123 54 885

HO Reference Number: NEX/SD61589

NOMIS Number:

Current Location (IRC or STHF name, other):

Brook House, nearby to Gatwick Airport

Location where the incident you are referring to in your complaint occurred (IRC, STHF, other):

A locked with steel door, room on ground floor, Eden Wing, and the staff room in Eden Wing. Brook House, London, UK. (E0114A)

Contact details – email address and mobile telephone number:

**DPA**

**DPA**

**DPA**

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(my m. from per)

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Yes ☒

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**DPA**



- 24.If your complaint is about healthcare delivered in a detention facility in Scotland or Northern Ireland, details of how to escalate your complaint will be provided with your response.

### **Other types of complaints**

#### **National Health Services (England, Scotland and Northern Ireland)**

- 25.If your complaint is about external medical treatment that you received in a National Health Service facility (England, Scotland and Northern Ireland) and not in detention (for example a hospital) you should contact the Health Care Provider where you attended. If you place such a complaint in the yellow Home Office Immigration Enforcement complaints box this will be forwarded on your behalf to the relevant external health care provider. If the external medical treatment you are complaining about was received in Scotland or Northern Ireland different Ombudsmen are responsible for escalating your complaint to if you are not satisfied with the response. You should be made aware of these in the response to your complaint and are Scottish Public Services Ombudsman and the Northern Ireland Public Services Ombudsman.

#### **The Police**

- 26.If your complaint is regarding the conduct of police officers you should contact the police force responsible for the geographical location of where the incident took place. The Independent Police Complaints Commission website gives details of how to make a complaint. Selecting the appropriate police force will take you directly to the **complaints** section of the force's website <https://www.ipcc.gov.uk/complaints>

#### **Other parts of the Home Office**

- 27.Please note that if your complaint is for another business area of the Home Office we will ensure that your complaint is forwarded to the relevant department to investigate.

#### **Complaints from children**

- 28.We will investigate all complaints submitted by children as seriously as we would a complaint submitted by an adult. Alternative complaint forms are available for children in all facilities where children may be held.



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(Continue on a separate page if necessary)

**Sensitive/Irrelevant**

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Signature

Date:

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on 9 July 1990, only 31 years old, (I was  
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I want very, big compensation (much money),  
because the car, 41,000, shot to air body, Destroyed the My ~~body~~ <sup>body</sup> !!!



Health Services (UK Limited)

Ref no: BHHC/17/17

05/07/17

**D2953**

Brook House IR  
Perimeter Road South  
West Sussex  
RH6 0PQ

Dear **D2953**

I am writing in response to your letter of complaint from NHS England regarding Your concerns over your treatment from healthcare in Brook house

Firstly, I do want to apologies if you were unhappy with the treatment you received. Let me reassure you that that we ensure that the utmost care is given to our detainees. I have now completed my investigation into your complaint and I am pleased to offer the following response.

However before I do so, may I take this opportunity to say how we aim to provide the highest standard of care to detainees. Complaints are always treated seriously and used as an opportunity to learn and improve services.

The investigation into your complaint was conducted by myself, Chrissie Williams, Clinical Lead. It involved me talking to those staff involved and reviewing your case records.

In your letter of complaint you stated you had not had your medication for 9 days having checked your medical notes I see you did not receive some of your medication for 7 days I apologies for this but unfortunately we had to request your medical records from your GP to be able see what medication you were on in the community as you were unable able to tell us the name of the medication.

Once we received the medical records our doctor did prescribe you your antidepressant, some Sensitive/irrelevant for pain relief and medication to help you sleep.

I note you are taking this medication if you feel these are not helping you then I advised to you to attend healthcare so we can assess you and request the doctor to see you if this is required.

I also note you are refusing to engage with the mental health team it is advisable you do so as they would be able to help you in your mental health issues.







Health Services (UK Limited)

If you are not satisfied with our response, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. You can contact their helpline on 0345 015 4033, email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk), fax 0300 061 4000 or via post Millbank Tower, Millbank, London, SW1P 4QP. Further information about the ombudsman is available at [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

Yours sincerely  
Chrissie Williams  
Clinical Lead  
Gatwick IRC'S

