

But Darren Continue to argue trying to frustrate the situation.

As I was leaving I Saw a Manager and I try to explain what had happen, Manager Said if there are spears then it should be a problem in regards to me having the curtain.

I Spoke with another manager 10mins later, Manager response was (Darren is Job Worths) and Said but he does carry out his task.

Darren even try to run in making a attempt to Come at me aggressive to hit me, I then ask Darren, (what do you think I am Scared of you) Darren responded Saying he thought I was gonna attack him, by this time I was at the main door in the presence of the Manager.

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perception discrimination direct towards detainees is totally unacceptable. In all altercations I have witnessed Darren and other detainees; Darren lacks the ability to diffuse situations" and "I have made numerous attempts to leave the wing on 1/62017, 8:45pm but Darren continued to argue trying to frustrate the situation." As you were speaking to a Manager you explained, "Darren even try to run in making an attempt to come at me aggressive to hit me, I then ask Darren, what do you think I am scared of you, Darren responded saying, he thought I was gonna attack him."

During interview Officer Tomsett explained that he had told you there were no curtains on B Wing and that you should go back to your own wing and ask one of the officers to get you one. He also stated that he went on to say to you that if there were curtains, then these would be for B Wing detainees and he wondered why you would go all the way to B Wing, when you could have gone to the wing next yours or ask the officers. Officer Tomsett explained he treats everyone with respect and dignity, just how he would like to be treated. He stated that he believes he is pretty good at diffusing situations and he does not have any issues with any nationality or race; he deals with everybody the best he can.

In regards to the code of conduct, Officer Tomsett stated he is aware of the Gatwick Immigration Removal Centre Code of Conduct, however he is not sure of which you are referring to and believes he does follow the Gatwick Immigration Removal Centre Code of Conduct. He explained that he deals with different people from different cultures every day and has no issues, however he felt the complaint was only written after he had given you a warning.

He explained that when he came towards your direction he was only coming to explain to the manager what was happening and you were still irate, so he went back to the office.

There were seven detainees' names on the complaint, two of those were released and one transferred to a different centre, but I did speak to three who remained; one of whom stated that he had not really had any issues with the officer in question. Another said the only issue he had had was when he went to use the fax machine and was told to use another, he did not have an issue with this but felt the way the officer spoke was not nice and he went on to say he did not he was approachable like the other officers. The other detainee explained that he had observed many issues with the officer; he could not give any specific examples but stated that he would not ask the officer for anything and would rather see a different officer.

Having carefully considered your statement, the officer's statement and those from other detainees, I have been unable to find sufficient evidence to support your claim regarding the officer's conduct. The officer was asked questions on each point raised in your complaint and answered all, with good reasoning, which appeared to be very logical. As before, unless you are able to provide me with actual evidence that the officer's conduct was as you had stated, then I am unable to uphold this final aspect of your complaint.

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.