



Brook House  
Date 11/08/2017

Mr D612  
CID Ref: 6924655 / Port Ref: C1237263  
Harmondsworth IRC  
Colnbrook By-Pass,  
Harmondsworth,  
West Drayton  
UB7 0HB

Dear Mr D612

**Complaint Reference Number: CMS 131000153077**

Thank you for your complaint dated the 15<sup>th</sup> of July 2017 concerning two pairs of missing jeans. 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 me looking through your property list information we kept of file for you and your room clearance paperwork.

Your complaint contained one main issue which has been investigated.

You felt unhappy that you had been kept in our discharge waiting area with the escorts whilst Arun wing staff completed a room clearance of all your belongings and when they brought the property to you, two pairs of jeans were missing.

During my investigation I looked at our computer system and went through your property and spoke to one of the members of staff who was on duty when you left Brook House, and was helping you go through your property while you were checking it before you exited the building.

You stated in your complaint that you only received one pair of jeans, but when I was going through your room clearance paperwork it shows that you received three pairs of jeans, and having spoken to the member of staff who I interviewed about your discharge; she clearly remembers you demanding to go through your property before you left, which included the property you had with you in discharge, along with the other items brought down from the room clearance. She also remembered that there was more than one pair of jeans within your property that you went through.

Having carefully reviewed the evidence I have obtained during this investigation, I have concluded that I am unable to uphold your complaint. This is because the room clearance log shows three pairs of jeans being noted down which were given to you within your property from your room. In addition to this, the officer who was present when you were being discharged said that you did not mention that anything was

missing when you went through your items and this would have been the right time to have advised her.

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](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.

Yours sincerely

p.p.  **SIGNATURE**

Steve Webb  
Detainee Custody Manager  
G4S Gatwick IRCs  
Brook House  
Perimeter Road South  
Gatwick  
RH6 0PQ  
01293 566500