

	A	B	C	D	E	F
1	Complaint Ref	Date Received	Complainant	Complaint Category	Nature of Complaint	Member(s) of Staff linked to complaint
2	(MC) CMS 131000098513	13/10/2015	D1985	Minor Misconduct	Mr [REDACTED - D1985] alleges that he is being abused & threatened by Darren Tomsett who he	Darren Tomsett
3	(MC) CMS 131000108959	05/02/2016	D4277	Minor Misconduct	He wrote that on 2/2/16 he went to A Wing to play pool with his friend as he was stressed. He is on his own & the only friend he knows is on A Wing. He said he does not have a problem with anyone in the centre, but he claimed that DCO Darren Tomsett is a racist as he said to the complainant to go back to his country. The complainant said to the officer that he did not have the balls to say that to him in front of his manager, to which the officer replied he was a manager. The complainant says he signed all documents to say he wanted to go back home but he is still waiting for his travel document. He says he has had enough of this place - he tried to take his life before but a Doctor found him, however no one will do anything this time because they will find him dead.	Darren Tomsett
4	(DS) CMS 131000112210	15/03/2016	D4092	Service - Property (missing)	On the form he noted that he received a sealed letter at 21:00 on 9th March 2016 from Officer Darren which should have contained money & letters for him to send to his solicitors. When he opened it in his room, the envelope contained the paperwork but no money. He says he immediately pressed the bell & the officer told him they would deal with it the next day. He says the money was either taken from the post box or by a staff member & he said he was upset as he was going to use it as part of his bail. ((Darren Tomsett & Ben Opoku))	Darren Tomsett & Ben Opoku
5	(MC) CMS 131000128580	27/09/2016	D4049	Rudeness / Unprofessional Conduct	He says he was told by a member of staff on 23/9 that the A Wing fax machine was not working & to go to B Wing to use theirs. When he was there DCO DARREN TOMSETT entered the wing & saw him by the fax machine. He says Darren's behaviour & conduct towards him wasn't appropriate or suitable, it was awkward & stand-offish, becoming uncomfortable & confrontational. He says Darren asked him questions in an argumentative tone, saying "you lot think your big man"..which he said implied a racist comment. Then he says Darren swore at him too. Michelle Brown tried to diffuse the situation.	Darren Tomsett
6	(MC) CMS 131000129181	04/10/2016	D4278	Rudeness	He wrote that he wants action taken against officer Darren on B Wing who is rude & irresponsible. He says that he suffers a lot here, there is tension & stress & they need friendly staff who have manners, but this officer has no manners & is not friendly. He wants the officer to be taught some manners	Darren Tomsett
7	(DS) CMS 131000136059	05/01/2017	D3534	Property (Missing)	On 29/12 he got back from the gym & hung his gym clothes outside his room (106) because the laundry room as closed (black Zara training shorts & a black London sports t-shirt - total cost £55)). He said there was an officer who was working on D Wing who came over to help lock up A Wing. He said that CCTV shows the officer picking up the complainant's belongings & putting them into a bag. When he woke up the next day, his belongings were not there. He said he went to the office to ask about his belongings & an officer went to check the cameras & they showed officer DARREN picking them up. The officers from the unit tried to help him find the items in the laundry room but his clothes were not there. He said these were his regular gym clothes & he missed going to the gym on the 30th because of not having them. (JW adv DARREN TOMSETT)	Darren Tomsett
8	(DS) CMS 131000137265	20/01/2017	D3539	Poor Communication	They took him from C Wing & put him in the segregation unit, but he wants to know the reason for it as he said he doesn't break the rules & was supposed to fly to Poland on 18/1/17.	Darren Tomsett Alexsandra Rochowczyk

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1	Reply By Date	Brief Outcome of case	Outcome
2	30/10/15 (6/11/15)	The majority of the residents spoken to said they did not have any issues with the officer & did not wish to pursue the matter. Some of the other residents spoken with said they had no issue with the officer & said he just does his job. When asked no specific incident could be described in detail & the one example he mentioned to the investigating manager, he admitted he was using abusive language himself. He did mention he was taken aside & spoken to by both the manager, Stephen Pearson & Darren Tomsett separately about this. In addition to this in the complaint was the mention of warnings & to this point the officer has not given anyone on the list a warning. However, saying this there is a resident in addition to the complainant that had expressed a wish to have mediation with Darren Tomsett & with the investigating manager being present, to resolve any differences between the parties involved. We have offered the complainant the same process in order to reach a resolution, as Darren does feel that he has tried to help him in the past & would like to resolve this.	Unsub (Juls & Ben auth)
3	19/2/16 (2/3/16)	DCO D. Tomsett was interviewed - he said he was doing his rounds on the wing & when he went up the stairs to the area where the complainant was playing pool, he asked him to leave as he should not have been on the wing anyway. The complainant left the wing but only after something was said at the door way. The complainant had been given several warnings about going onto A Wing even though he was not a resident there. He was told that he can only go on the wing where he resides, even if his friends were on another wing. He had tampered with his ID card on more than one occasion to enable him to get onto other wings which he was warned about. He also made hand gestures to his private area towards the officer which is where the comment about "having no be**s" came from. The issue surrounding him saying that he would be found dead next time triggered the Residential Manager to go to speak with him the day we received the complaint. He was put on an ACDT due to concerns raised by the wing DCM, but this was later closed. He had taken Spice at one point & he was admitted to Healthcare & the Doctor did save his life.	unsub x3 (Steve auth)
4	30/03/16 (14/04/16)	Both officers were spoken to, as well as the complainant, who all confirmed that when he received his letter - it was sealed. Therefore the mail envelope, still being sealed, confirmed that no items had been removed prior to him receiving his letter. As this is the case, we recommended that the complainant contact the person who sent the letter, or possibly the Royal Mail who delivered the letter to us if he wished to progress this. We offered suggestions as to how best to send money in to us too (via trackable postal service / via a visit / or a blank named postal order).	Unsub (Dan Auth)
5	14/10/16 (24/10/16)	The Chaplaincy staff member who was present at the time stated that she had not heard what had been said between the complainant & the officer; however she stated that he & the officer were having a heated conversation & she said that she went to see him afterwards & said he did well because he went to Church. The detainee who was present for most of the incident stated that he had not heard anything being said & that he was thinking too much about his case & that he said the same thing to the Manager when he was called to the office by the complainant. The CCTV was viewed which did show the officer walking by the complainant on several occasions & making conversation & looking at him, but no evidence of him being rude towards him. The officer did admit to asking the complainant what was he looking at because he said the complainant kept looking at him, so he was trying to ask him to hurry up & send the fax. He denied saying the other comment & there was no evidence to support the claim (from the CCTV or the statements given). The issue he had regarding being given a warning for a false allegation, could be appealed & the process for this would have been given to him when he was issued the warning. In order to resolve this issue, the Residential Manager (Juls) was contacted to ensure all fax machines are working on all Residential Wings & at the time of writing this response, it was confirmed that all fax machines are working on Alpha, Beck, Clyde, Dove and Eden Wing.	Unsub (Michelle auth)
6	19/10/16 (31/10/16)	The complainant was spoken to & he said that DCO Tomsett did not open the door in a polite manner & that he was not always smiling. During the conversation he told the investigating manager that since then he has moved wings & now the only dealings he has with the officer is when he has to use the fax machine. He also said that since the move, there have been no further issues between the two of them & for this reason he asked to withdraw his complaint & signed a declaration form. The investigating manager still spoke to the officer who said that the only incident where he could recall a discussion between them was regarding moving wings, but after investigation it became apparent that they were separate incidents as the complainant's issue had been about him not opening a door in a polite manner & not always smiling.	WITHDRAWN & Unsub (Michelle auth)
7	20/01/17 (01/02/17)	CCTV showed DCO Darren Tomsett (at evening roll count) collecting the clothing & towels from the railings & putting them in a bag, separating the clothes from centre issued towels. He then passed the bag to DCO Alexsandra Rochowczyk who took the bag of clothing from Darren & put it into A Wing office. Alexsandra recalled the bag still being there a couple shifts after & said that it was passed onto the next shift that if anyone claimed the clothing, where it was. Although staff had acted in an appropriate manner by removing clothing off of the railings in front of the rooms, it was due to these actions that the property had subsequently gone missing. Lessons have been learnt from this incident and the officers involved have been spoken to, to think about how best to tackle this in the future to prevent a reoccurrence. He was also reminded that for the safety of his property, if he goes to the gym later of an evening, then she should take all his clothing into his room before lock-down. The complainant said he would like replacements for use in the gym or to be given the money for his family to go & buy replacements for him. By way of compensation, we agreed to reimburse him £30.00 for the missing property & have paid this into his shop account. He acknowledged he understood that the value would not be what he stated in the complaint as the clothing, although bought brand new, was in a used condition when it was lost.	SUB (SS & JW auth)
8	08/02/17 (16/02/17)	The reason for this was to facilitate his Escorted Removal Directions to Poland. The investigating manager had spoken to him throughout the day & he refused to	Unsub (JW auth)

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1	Recommendations	Progress on any recommendations	Comp Paid	Date Resolved	Site	Investigator
2				06/11/2015	Brook	Stewart Povey-Meier
3				21/2/16 - sent 25/2/16	Brook	Conway Edwards
4				22/03/2016	Brook	Dean Brackenridge
5				21/10/16 - sent 24/10/16	Brook	Conway Edwards
6				21/10/16 - sent 24/10/16	Brook	Dave Killick
7			£30 - paid into shop account on 19/1/17 (No PP as conf by Paul)	16/1/17 - sent 19/1/17	Brook	Stewart Povey-Meier
8				01/02/2017	Brook	Steve Dix

	A	B	C	D	E	F
9	(MC) CMS 131000148600	14/06/2017	D381	Unfair Treatment	<p><u>ORIGINALLY SENT TO PSU - REFERRED BACK FOR LOCAL RESOLUTION.</u></p> <p>On 1/6/17 he said he & another detainee were on B Wing & an officer was on his own, so they helped him with a disabled detainee who wanted to have a shower. He wrote that the officer had said he would note it on their records of their help & he would get the other detainee clothes, but he did not do either. The complainant said the officer discriminates against detainees & behaves arrogantly in an aggressive manner. There was a letter along with the complaint (dated 07/06/17 – signed by several detainees) which said the officer was very angry towards the complainant & 5 other detainees due to them coming into the office too early. They wrote that the officer gets very aggressive & displays inappropriate behaviour / conduct. There was an incident on 1/6/17 when the complainant asked the officer for curtains, but he said the officer started being cocky, comparing B Wing to other wings which are not run properly. (Officer Darren Tomsett)</p>	Darren Tomsett
10	PSU - Dawn Anderson / Kim Shipp (CMS 131000151075)	06/07/2017	D87	Alleged Assault	<p>He alleged that force was used on him on 30/6/17 to get him into a room. Also mentioned about Michelle Brown too.</p> <p>PSU wanted CCTV/body worn footage & any reports</p>	<p>1st UOF: Dean Brackenridge Mick Trott Alex Parpworth Esmail Moshiri Ryan Bromley Sean Sayers Aaron Stokes</p> <p>2nd UOF: Ben Shadbolt Jason Murphy Joe Bryant Darren Tomsett Chris Brown Edmund Fiddy Mark Brewster</p>
11	(MC) CMS 131000152059	12/07/2017	D1399	Unfair Treatment	<p>He was complaining about the behaviour of an officer on B Wing - Darren Tomsett. He said he requested for a curtain for a room, but he said the officer was being aggressive & saying he will change his wing & make his life difficult.</p>	Darren Tomsett.
12	PSU took on (Tony Lennon / Nick Adamson)		Duncan Lewis Solicitors ([REDACTED])	Unfair Treatment	<p>They wrote that on 3/6 he was denied use of a computer by an officer with no reason, then he alleged the officer called over other officers who pushed him & tried to slap him. Then the detainee tried to defend himself & as a result a manager was called over & he was put in isolation for 24hrs & banned from using the computer room for 7 days.</p> <p>Then on 28/6 he attempted to go to C Wing to get some clothes another detainee was going to give him, but he says an officer denied him access onto the wing & said he should change his clothes because he "looked gay". The solicitors said that the complainant is a gay man who is concerned about other detainees finding out about his sexuality. They said that he reacted angrily as he was upset by the comment, but he was then taken into the office & given a written warning for his behaviour. The said they wanted written records of the 2 incidents.</p>	<p>03/06 - Edmond Fiddy Luke Instone-Brewer</p> <p>28/06 - Darren Tomsett</p>

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9	30/06/17 (04/07/17)	<p>The officer said he ensured that the disabled individual had access to showers & received his meals, but he couldn't remember having a conversation with the complainant about him. Any support given would be noted in his SLP document & there were numerous observations noted by the officer, a number of those being made on 1/6/17. One of these stated that the detainee was being taken across to A Wing to have a shower by the Diversity Orderly. There were others which surrounded meals & general living. In relation to the individual requesting clothes, the officer said he couldn't recall the person asking for any, but if he had, then he would have got them for him. He also said that the detainee was told to see any member of staff if there was something he needed that he did not have or could not reach due to his condition. /// The officer denied discriminating against detainees / behaving in an aggressive manner. He stated there had been issues when the complainant wanted to enter the wing as he didn't always wear the Diversity top or have the multi-wing ID card, which he had been reminded about on several occasions (what was expected of him as a Diversity/Safer Community orderly) & wing officers had been told not to let orderlies onto the wings if they were not wearing their tops & carrying their multi-wing ID cards. There were no observations on the DAT system from any of the other detainees or the under the complainant about the officer, or that the officer had made about them, other than the officer making one observation which was about when he gave the complainant a warning over the incident regarding the curtains (he had been told to get curtains from his own wing as the curtains on the officer's wing were for those residents). People often go to the wing office in the mornings to ask questions as expected, but officers do usually tell them to go & get their breakfast first. // Some of the detainees mentioned in the complaint were spoken too & they did not seem to have any major issues with the officer, but the complainant was told that if he could provide evidence on exact dates/.places/issues then they could be investigated further.</p>	Unsub (DH auth)
10		<p>7/7 - got signed medical consent form from detainee - scanned to Kim/Dawn. Emailed 2x IRs (472/17 & 471/17 & 2x UOF reports (165/17 & 164</p>	<p>UNSUB as conf by email from D/S on 26.09. The allegations were unsubstantiated and 1 recommendation made - commendation. (26.09.17) (LH/SS aware)</p>
11	28/07/17 (09/08/17)	<p>All arrivals at Brook are placed onto our Induction Wing - B Wing (as he was when he arrived on 5/7/17) & once they have had their inductions, they are moved onto a general population wing which where he was due to go on the day he wrote his complaint. The officer was interviewed & said he explained to the complainant that there were no curtains available at that time & then explained that although he was not happy with this, he would be relocating to general population on another residential unit that same day & that hopefully his new room would have curtains in it already. The officers also advised that the complainant went into the wing office later that day & apologised for the way in which he had spoken to the officer in question whilst they were in his room regarding the curtains.</p>	Unsub (SPM auth)
12		<p>being investigated by PSU</p>	PSU

	J	K	L	M	N	O
9				01/07/17 - sent 04/07/17	Brook	Conway Edwards
10	All the officers involved in the two incidents should be commended for their dealings with Mr [REDACTED - D87] and recognised for their efforts during two partic			26/09/2017	Brook	PSU
11				21/07/17 - sent 24/07/17	Brook	Nathan Ring
12					Brook	PSU

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13	PSU - Stephanie Benson (CMS 131000161775)	12/10/2017		Excessive UOF	There is no date on the complaint but it is about "Thomas O'Connor" & officer "Alex" using force on him. opening his door & pushing him out of bed etc. PSU want any reports & CCTV/Bodyworn	02/10 Tom McCarthy Alex Parpworth Angela O'Connor Derek Zonias Darren Tomsett Luke Odey DCM Dan Robinson DCM Michael Yates 08/10: Tom McCarthy Alex Parpworth Luke Odey DCM Dave Roffey Aminul Hoque DCM Leo Sherwood Derek Zonias
14	(MC) CMS 131000163968 - Interim sent - awaiting response	02/11/2017		Alleged Assault (3rd party)	WAS SENT TO PSU - REFERRED BACK TO US FOR LOCAL RESOLUTION -Juls Williams wrote for Mr [F	Darren Tomsett Teyron Evans
15	(MC) CMS 131000168587	27/12/2017		Unfair Treatment	<u>WAS SENT TO PSU - REFERRED BACK TO US FOR LOCAL RESOLUTION -</u> 2 complaints: Complaint 1 - 18/12/17 letter - He stated that on 16/12 he spoke to officer D Tomsett about his review, who said it would be conducted the following day in the morning. He stated officer Tamzine said she would put in a good word for him. The next day he went to the wing office & asked officer Anthony what was happening about his review, but he was told that it was down for 20/12. He said he told the officer this was incorrect as per the conversation with D Tomsett - who was also in the office, so Anthony checked but D Tomsett had already done te review stating he would remain on Rule 40 due to an ongoing investigation about assaulting an officer. He said this was incorrect & he would write a complaint & write to the IMB & the officer said Michelle Brown had said it would not be necessary to do that, but the complainant said he would anyway. Complaint 2 - 21/12/17 letter - he wrote that on 18/12 he went into the wing office, saw a senior manager who he asked if he was Steve Skitt, but the manager said he was Juls Williams . The complainant questioned this response & asked to see his ID, which the manager showed him, so he then discussed his issue he had with his review & its context which did not make sense due to statements made about an assault on staff. He asked the manager for reasons why & to go back onto association, so the manager said he would get his file & review together which they did. He then found out that it was this manager who authorised his review on 17/12 that covered up the assault. He says he challenged the manager saying he would fight him by the pen which he said the manager reacted to bvy saying "we'll see about that". He said he went to go through all his paperwork then approached a person who was visiting (had no ties to the organisation) with his issues. Another senior manager said they would look into the issues & get back to him, but had not as of 21/12/17	Complaint 1 - Darren Tomsett Michelle Brown (mentions Tamzine McMillan & Anthony Hickson??) Complaint 2 - Juls Williams
16	(MC) CMS 131000168709	28/12/2017		Other Unprofessional Conduct	WAS SENT TO PSU - REFERRED BACK TO US FOR LOCAL RESOLUTION -* He said about bullying in t	Conway Edwards Darren Tomsett Sara Edwards

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13		13/10/17 - requested all reports/CCTV/Body worn for 02/10/17. 16/10/17 - sent IR & UOF for 02/10/17 . 19/10 - Kelly in security advised th	UNSUB - as per report. Several recommendations have been made
14	20/11/17 (24/11/17) INTERIM SENT - Closed pending response 2nd interim sent 21/12/17	Whilst the DCM did push the other detainee away from his person on a number of occasions, this was to prevent injury to himself, but there was no evidence to suggest he had his hand around that person's throat at any point. This was corroborated via a witness to the incident, & the detainee in question did not raise any concerns of his own following the incident.	Unsub (LH auth)
15	24/01/2018	<p>Part 1 - relating to DCM Darren Tomsett on the 17th December 2017 regarding your Eden Wing Risk Assessment. (Complaint dated 18.12.17)</p> <p>He had noted in his correspondence that he was advised the previous day that his review would be completed the following day & that on 17/12/17 he made enquires to Officer Anthony regarding an update. Officer Anthony advised him that his Eden Wing review was scheduled for 20/12/17, which appeared to cause confusion as he believed it was actually scheduled that day. Having reviewed his Eden Wing Risk Assessment & conducted an interview with DCM Darren Tomsett, the manager confirmed that a review of his regime was conducted on 17/12/17. The conclusion of the review was that his regime would remain the same pending another review scheduled for 20/12/17. This was in line with our Eden Wing policy, where individual's regime & access should be reviewed regularly.</p> <p>• Eden Wing Policy – Section 3 Detainees removed from Rule 40 as a stepped integration to another wing can be located on Eden wing, subject to a risk assessment and in conjunction with the Home Office Manager. This will be as part of an exit plan on a review board based on the individual detainee needs and circumstances with a detailed timescale.</p> <p>The decision making process regarding you remaining on Eden Wing considered the following:</p> <p>1) Outcome from Police – As he was aware, by his own admission, on 12/12/17 he placed 2 Officers in a headlock during a C& R incident. (He claimed it was self-defence, which is being investigated externally by PSU as well as internally) However, as an assault did occur, irrelevant of circumstances, we are duty bound to report this. This was reported to the Police on 14/12/17 & during his time on Eden Wing, we were awaiting an update from West Sussex Police in terms of how to proceed. On 24/12/17, we were notified that the Police did not consider his case to be in the public interest & therefore decided not to pursue this any further resulting in closure of the case.</p> <p>2) Removal Directions – Due to his Removal Directions failing on 13/12/17, there was a possibility, as with every failure, that a flight was going to be reset within a very short space of time. In view of the previous failed attempts to facilitate transfer / deportation, the decision was made that he would remain on Eden wing.</p> <p>Part 2 - This complaint relates Juls Williams on the 18th December 2017 (complaint dated 21.12.17) regarding his Eden Wing regime & his concerns regarding a cover up of the events that occurred on 12/12/17.</p> <p>Similar to above, his regime was based on individual circumstances & risk. Juls Williams, Residential Manager, has overall responsibility for Eden Wing, however, the risk assessment was based on the factors stated above & as the risk assessment was completed & written down, we could not substantiate that a cover up had occurred.</p> <p>Having investigated further, his complaint regarding alleged unlawful force on 12/12/17 has been received & is being investigated by PSU, so again we could not substantiate that there was any attempt to cover up any such incident.</p> <p>One of the manger's findings was that detainees currently located on Eden Wing are not required to attend their Eden Wing review, nor is there a process of feeding back any changes to regime, & in view of this , the manager accepted that there was a perception that there was no review conducted & that information was not forthcoming. As an organisation keen to continuously improve, we have made a recommendation for Juls Williams, Residential Manager, to explore this further & look to implement.</p>	All aspects - Unsub (LH & SS auth)
16	22/01/18 (23/01/18) ** Interim sent 19/01/18 ***	1. At about 12:00 on 18/12/2017 whilst Mr [REDACTED - D130] was locking his door, he claimed that Mr Conway called his name "[REDACTED - D	Unsub (LH & SS auth)

	J	K	L	M	N	O
13	RECOMMENDATIONS:8.1 - Mr [REDACTED - D3330]’s allegation centred on an unprovoked attack by DCO McCarthy and DCO Parpworth. Sufficient evidence was fo			Feb-18	Brook	PSU
14				22/12/17 - sent 02/01/	Brook	Sarah Newland
15	One of the manger's findings was that detainees currently located on Eden Wing are not required to attend their Eden Wing review, nor is there a process of feeding back any changes to regime, & in view of this , the manager accepted that there was a perception that there was no review conducted & that information was not forthcoming. As an organisation keen to continuously improve, we have made a recommendation for Juls Williams, Residential Manager, to explore this further & look to implement.			06/02/18 - sent 16/02/	Brook	Michelle Brown
16				31/01/18 - sent 06/02/18 (JAN stats)	Brook	Lynn Harthill

	A	B	C	D	E	F
17	(MC) CMS 131000168712	28/12/2017	D130	Unfair Treatment	WAS SENT TO PSU - REFERRED BACK TO US FOR LOCAL RESOLUTION -2 complaints 1) - Officers &	Anaisa Albert Ben Wright Darren Tomsett Hayley Attwater Dave Roffey or Aldis?? Darren Tomsett Conway Edwards Michelle Brown

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17	22/01/18 (23/01/18) ** Interim sent 19/01/18 ***	1. At about 20:54 on 17/12/2017 in B wing he claimed that an Asian detainee was standing next to him at the microwave & was pulling at his per	All aspects - Unsub (LH & SS auth)

	J	K	L	M	N	O
17				31/01/18 - sent 06/02/18 (JAN stats)	Brook	Lynn Harthill