
From: Autrey, Graham (Tascor)
Sent: 29 September 2017 08:32
To: Evans, Derek (Tascor); Griffiths, Michael (Tascor)
Cc: Lang, Donna (Tascor); Stinton, Matthew (Tascor)
Subject: FW: 131000159929 - **D1473**
Attachments: PAP.pdf; 4226FD78BBEB427C8F3D9F0015A065AC.pdf

Importance: High

Derek/Michael,

Please see attached complaint.

Can someone investigate this matter and provide me with a report by 12/10/2017 in order for me to respond to the complainant.

The only issues needing investigation by Tascor are the use of the Waist Restraint Belt and the alleged behaviour of the officers.

Can you also provide me with copies of the paperwork for this move.

Regards

Graham

Graham Autrey
Complaints Co-ordinator
Professional Standards Team
Tascor E&D Services Limited

Tascor
Victory House, Victory Way, Heston, Middlesex, TW5 9NS

Tel: **DPA**
Mob: **DPA**

Email: **DPA**
www.tedsl.co.uk

From: Detention Services Complaints [mailto:DETSECOM@homeoffice.gsi.gov.uk]
Sent: 28 September 2017 13:45
To: Autrey, Graham (Tascor)
Cc: Detention Services Complaints
Subject: 131000159929 - **D1473**

Dear Graham

New complaint attached, referred back from PSU.

Case Ref	131000159929
Initial Category	Home Office >> Complaint >> Serious Misconduct
Representative / 3rd Party	D1473

Title	Minor Misconduct
Description	Unfair treatment.
Status	Open
Due Date	20 Oct 17 00:00 (21 days from now)
Allocated To	NRO-TASCOR
Created Date	25 Sep 17 08:10 (3 days ago)
Created by	Karen Howland
Complainant	D1473 (Letter In)
Priority	Non-Urgent (3)
Severity	Medium
Internal Only	
eForms	Complaint

Regards

Kaz

Karen Howland

Complaints Lead - Detention Services CSU - Returns
Immigration Enforcement
Home Office

3rd Floor Apollo House
36 Wellesley Rd
Croydon CR9 3RR

Tel: **DPA**

Email: **DPA**

www.homeoffice.gov.uk

From: Railton Steve
Sent: 25 September 2017 14:30
To: Sroa Manraj; HO Security - PSU Complaints Only; Detention Services Complaints
Cc: HO Security - Central Referrals Team
Subject: FW: Case from CMS - **D1473**

Thank you Manraj,

As things stand I do not believe PSU should take this forward.

CID indicates there was an attempted removal on the date claimed, however the issues raised seem to be around the fact that a restraint belt was applied (allegedly too tightly), that the subject was laughed at when he broke wind, and that he was embarrassed at having to perform toilet functions in the presence of officers. These are around the circumstances of operational decisions while the alleged laughter is a behavioural allegation unlikely to constitute serious or gross misconduct. I would be content for this to be considered locally however if more compelling evidence is forthcoming we would be happy to reconsider.

Detention Services – you may wish to consider this and refer appropriately.

CMS ref 131000159929

Infinity 14476

Regards

Steve Railton
Senior Investigations Officer
Professional Standards Unit
Home Office Security

2nd Floor NW, Peel Building, 2 Marsham Street, London

DPA

www.gov.uk/homeoffice

From: Sroa Manraj

Sent: 25 September 2017 11:40

To: Railton Steve <DPA>

Subject: FW: Case from CMS - D1473

Hi Steve,

Please see the attached.

From: HO Security - PSU Complaints Only

Sent: 25 September 2017 11:00

To: Beach Lindy

Subject: FW: Case from CMS - D1473

Hi Lindy,

Please see attached the IRD for your consideration.

D1473 has a charter flight set for 27/09/17.

Kind Regards

Ms Manraj Sroa

Professional Standards Unit – Operational Support

Security, Science & Innovation Directorate

Tel: DPA

From: HO Security - Central Referrals Team

Sent: 25 September 2017 09:08

To: HO Security - PSU Complaints Only

Subject: FW: Case from CMS - D1473

Morning

Please see new referral taken from CMS; infinity ref: 14476

Regards

Vicki Ellis
Operational Support Officer

From: HO Security - Central Referrals Team
Sent: 25 September 2017 08:59
To: HO Security - Central Referrals Team
Subject: Case from CMS - D1473

CMS ref: 131000159929

Vicki Ellis
Operational Support
Home Office Security, Science and Innovation

Home Office

3rd floor
Soapworks
Ordsall Lane
Salford
M5 3LZ

Tel: DPA
Fax:



Home Office

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