

D1538

www.gov.uk/homeoffice



Home Office

From: Hardy Frances
Sent: 25 October 2017 13:27
To: Lennon Anthony
Cc: Hartley-King Mark
Subject: RE: **D1538**

Hi

We now have a PAP in respect of this case so trying to work out how best to deal...

Will be in touch shortly

Thanks

Frances

From: Lennon Anthony
Sent: 19 October 2017 15:39
To: Hardy Frances
Cc: Hartley-King Mark
Subject: FW: **D1538**

Afternoon Frances,

Sorry to bring this to your attention.

Duncan Lewis wrote to Brook House on the 21 August 2017 on behalf of **D1538** alleging that he had discriminated against on his sexuality and was slapped and pushed by an officer. This matter was not forwarded to the Home Office as it should have been and G4S appear to have started to investigate the matter themselves.

On the 29 September G4S wrote to Duncan Lewis advising them that they were forwarding the matter onto the Home Office. Karen Howland forwarded the complaint today.

There is no explanation as to why

1. G4S did not forward to the Home Office in August – and whether there are other cases that should have been referred
2. What has happened to the referral between 29 September and today.

Could we have answers to this before considering the appropriate course of action.

Thanks

Tony

Posted special + 1st on 13/10

Our Ref: CMS 131000156351

Sulaiha Ali / Alexandra Goldenberg
Duncan Lewis Solicitors
Spencer House
29 Grove Hill Road
Harrow on the Hill
HA1 3BN

**Brook House
Immigration Removal Centre**

Perimeter Road South
Gatwick Airport RH6 0PQ
England

Tel:
Fax:

DPA

Reference: SULAIHAA/E041070002/ **D1538**
SULAIHAA/E041070 Sulaiha Ali 002/ **D1538**
H1255090/004

13th October 2017

To whom it may concern,

Our Complaint Reference Number: CMS 131000156351

Thank you for your fax today. I have attached a copy of an email which was sent to you on the 29th of September and on the 25th of September offering an update on this investigation.

As mentioned in my email to you, the complaint has been sent onto the local Home Office for review and I have chased for an update from them on a couple of occasions.

I would like to thank you again for your continued patience with this matter and I will keep you updated with the progress.

Yours sincerely

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services
Central Government Services

G4S

Registered Office: Farncombe House
Broadway, Worcestershire

Registered Number: 3333860 England

Goulder, Karen

From: Gatwick Enquiries
Sent: 29 September 2017 12:53
To: DPA
Cc: 'Detention Services Complaints'
Subject: RE: CMS 131000156351 - Duncan Lewis Solicitors (D1538)
Importance: High



Brook House Immigration Removal Centre
Perimeter Road South
Gatwick Airport
RH6 0PQ
England

Tel: DPA
Fax:

29th September 2017

Dear Alexandra Goldenberg

Our Complaint Reference Number: CMS 131000156351

Further to my correspondence on the 25th of September, I would like to advise you that the response has been reviewed in line with our reporting procedures and it has been decided that we will forwarding this onto the Home Office for investigation.

I want to reassure you that we do take complaints very seriously here and we want to ensure that the investigation is carried out comprehensively, so that the response given is accurate.

I would like to thank you for your continued patience with this matter and I will keep you updated with the progress.

Yours sincerely

Signature

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services
Central Government Services

From: Gatwick Enquiries
Sent: 25 September 2017 18:56
To: DPA
Cc: 'Detention Services Complaints'
Subject: CMS 131000156351 - Duncan Lewis Solicitors (D1538)
Importance: High

**Duncan Lewis**

FAO Karen Goulder- Complaints Clerk
Brook House IRC
Perimeter Road South
London Gatwick Airport
Gatwick
RH6 0PQ

Correspondence Address:
Spencer House
29 Grove Hill Road
Harrow On The Hill
HA1 3BN
DX 4216 Harrow

t: **DPA**
f: **DPA**
www.duncanlewis.com

Sent by fax only: **DPA**

Our ref: SULAIHAA/E041070002 **D1538**
Your ref: H1255090/004
Date: 13 October 2017

Sulaiha Ali
Public Law
doh: **DPA**
D1538
Branch: Harrow

Dear Sirs,

NAME OF CLIENT : **D1538**
DOB : **DPA**
NATIONALITY : Moroccan
PORT REFERENCE NO.: H1255090/004

Re: Complaint Reference Number- CMS 1310001563561

We continue to act for the above named client.

Further to our letter sent on 22 September 2017 by fax, we write to again follow up on a complaint that was made by our client. We made a complaint on behalf of our client in relation to serious allegations about his treatment in detention on 21 August 2017. We received receipt of this complaint on 24 August 2017 in which you stated that an investigation would be completed by 20 September 2017. We are still yet to receive a response to our client's complaint nor have we received reasons about why this response is delayed.

Could you please inform us of when your investigation will be completed, and the reasons for the delay in your investigation. Our client had raised serious allegations which require a full and detailed investigation.

If you have any queries, please contact Sulaiha Ali by telephone on **DPA**

Please ensure that you quote our reference number SULAIHAA/E041070002 **D1538** in all correspondence and communications with this office

Yours faithfully,



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CP

CP

CP

Family
LAWYERS

#resolution
For the resolution

Immigration
Law

Children
Law

Family
Law

Family
Law Advanced

Mental Health
Review Tribunal

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Sulaiha Ali
Public Law
ddi: DPA
DPA
Branch: Harrow

NAME OF CLIENT : D1538
DOB : DPA
NATIONALITY : Moroccan
PORT REFERENCE NO.: H1255090/004

We continue to act for the above named client.

Our client made a complaint which was dated the 21 August 2017. We received receipt of the complaint on the 24th August 2017 in which you gave the date of your response as 20th September 2017. We are still yet to receive a response to our client's complaint nor have we received any reasons about why this response is delayed.

Could you please inform us of when the response will be submitted, and the reasons for the delay in this response. Our client had raised serious allegations which require a full and detailed investigation.

If you have any queries, please contact Sulaiha Ali by telephone on: **DPA**

Please ensure that you quote our reference number SULAIHAA/E041070002/ **D1538** in all correspondence and communications with this office.

Yours faithfully,



This fax was sent with GFI FaxMaker fax server. For more information, visit: <http://www.gfi.com>



Our Ref: CMS 131000156351

Mr Philip Armitage
Duncan Lewis Solicitors
Spencer House
29 Grove Hill Road
Harrow on the Hill
HA1 3BN

Reference: SULAIHAA/E041070002/ **D1538**

**Brook House
Immigration Removal Centre**

Perimeter Road South
Gatwick Airport RH6 0PQ
England

Tel: **DPA**
Fax: **DPA**

&

D1538

Port Ref: H1255090/004
Harmondsworth IRC
Colnbrook By-Pass
Harmondsworth
West Drayton
UB7 0HB

24th August 2017

Dear Mr Armitage & **D1538**

Our Complaint Reference Number: CMS 131000156351

I am writing to inform you that we have received the faxed complaint from Duncan Lewis Solicitors, regarding **D1538**, which was dated the 21st of August 2017.

We have been allocated this complaint today, which I have forwarded onto our Diversity Detainee Custody Manager for investigation and we will aim to complete our response by the 20th of September 2017.

If, for any reason this date will not be met, we will write to you telling you the reasons why and what will happen next.

Yours sincerely

Signature

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services
Central Government Services

G4S

Registered Office: Farncombe House
Broadway, Worcestershire

Registered Number: 3333860 England