

| | |
|--|---|
| For Official Use Only | |
| Unique Reference Number: | Case Owner Team: |
| Date Complaint Received: 14/06/17 | NRC London 4&2 |
| Family Name: D2897 | First Name(s): D2897 |
| Date of Birth: DPA | Nationality: ROMANIA |
| CID Reference Number: 12329737 | Current Location (IRC or STHF name, other): |
| HO Reference Number: MET/SD58667 | C/215B, Brook House |
| NOMIS Number: | |
| Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): Brook House | |
| Contact details – email address and mobile telephone number: | |

Have you previously spoken to anyone about your complaint? Yes ☐ No ☒

If 'Yes', to whom did you speak?

Is this a complaint about healthcare services or staff? Yes ☒ No ☐

If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records. Do you give permission for the investigating officer to have access to your medical records?

Yes ☒ No ☐

Please provide a telephone number/forwarding address/email address if you wish to receive a reply after you have left detention. Any reply by email will not be encrypted.

A copy of your complaint and response, unless the complaint is marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) to allow them to monitor the way in which the complaint was handled. If you **do not wish** the IMB to see a copy of your complaint or response please tick this box: ☒

The submission of a complaint will not affect consideration of your immigration status and will not prevent you from being removed from the United Kingdom, unless it is a complaint of a serious assault and involves a police investigation.

The submission of a complaint will have no influence as to whether or not you will be transferred to another immigration removal centre.

Details of your complaint and what you would like to see done about it:

(Continue on a separate page if necessary)

today I wanted to talk with
the person WHO is in charge
on this building Was not here
why is not at work where he is
HERE NOT EVEN THE
MANAGERS CAN HELP YOU
with nothing, Me im treated like
on criminal im like in a
FOO

Signature

Date: 13.06.2017

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

| | |
|---|---|
| For Official Use Only | |
| Unique Reference Number: | Case Owner Team: |
| Date Complaint Received: 14/06/17 | NRC London 4 |
| Family Name: D2897 | First Name(s): D2897 |
| Date of Birth: DPA | Nationality: ROMANIA |
| CID Reference Number: 12329737 | Current Location (IRC or STHF name, other): |
| HO Reference Number: | C/21SB Brook House |
| NOMIS Number: | |
| Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): | |
| Brook House | |
| Contact details – email address and mobile telephone number: | |

Have you previously spoken to anyone about your complaint? Yes ☐ No ☒

If 'Yes', to whom did you speak?

Is this a complaint about healthcare services or staff? Yes ☒ No ☐

If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records. Do you give permission for the investigating officer to have access to your medical records?

Yes ☒ No ☐

Please provide a telephone number/forwarding address/email address if you wish to receive a reply after you have left detention. Any reply by email will not be encrypted.

A copy of your complaint and response, unless the complaint is marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) to allow them to monitor the way in which the complaint was handled. If you **do not wish** the IMB to see a copy of your complaint or response please tick this box: ☒

The submission of a complaint will not affect consideration of your immigration status and will not prevent you from being removed from the United Kingdom, unless it is a complaint of a serious assault and involves a police investigation.

The submission of a complaint will have no influence as to whether or not you will be transferred to another immigration removal centre.

Details of your complaint and what you would like to see done about it:

(Continue on a separate page if necessary) I was to the doctor for pain in my leg and my hand and they prescribe me paracetamol the night of the 13.06.2017 at 21:40 I call the bell from my room wait 5 minute and an officer comes and he said he will be back in a few seconds he didn't come back at all, in the morning I go after breakfast for paracetamol he ask me just is the reason and after to bring a cup, I bring the cup and after he said to bring my id I go back in my room I bring the id card and after he put the paracetamol ~~in my hand~~ and he ~~spread~~ spread it over his table office and he didn't do nothing he; just told it my point is there not qualified the officer to give you medicine he ~~was~~ told didn't have any respect for me.

Signature:

Date: 13.06.2017

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

| | |
|---|---|
| For Official Use Only | |
| Unique Reference Number: | Case Owner Team: |
| Date Complaint Received: 14/06/17 | NRC London 4 |
| Family Name: D2897 | First Name(s): D2897 |
| Date of Birth: DPA | Nationality: ROMANIA |
| CID Reference Number: 12329737 | Current Location (IRC or STHF name, other): |
| HO Reference Number: | Brook House |
| NOMIS Number: | |
| Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): | |
| Brook House | |
| Contact details – email address and mobile telephone number: | |

Have you previously spoken to anyone about your complaint? Yes ☐ No ☒

If 'Yes', to whom did you speak?

Is this a complaint about healthcare services or staff? Yes ☒ No ☐

If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records. Do you give permission for the investigating officer to have access to your medical records?

Yes ☒ No ☐

Please provide a telephone number/forwarding address/email address if you wish to receive a reply after you have left detention. Any reply by email will not be encrypted.

A copy of your complaint and response, unless the complaint is marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) to allow them to monitor the way in which the complaint was handled. If you **do not wish** the IMB to see a copy of your complaint or response please tick this box: ☒

The submission of a complaint will not affect consideration of your immigration status and will not prevent you from being removed from the United Kingdom, unless it is a complaint of a serious assault and involves a police investigation.

The submission of a complaint will have no influence as to whether or not you will be transferred to another immigration removal centre.

Details of your complaint and what you would like to see done about it:

(Continue on a separate page if necessary)

Today 13.06.2017 The officers give
Wrong Complaints papers and i wrote all
my morning filling papers and he
didn't stress my sorry we are
treated like animals but the people
there were.

Signature:

Signature

Date: 13.06.2017

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

| | |
|--|---|
| For Official Use Only | |
| Unique Reference Number: | Case Owner Team: |
| Date Complaint Received: 14/06/17 | NRC London |
| Family Name: D2897 | First Name(s): D2897 |
| Date of Birth: DPA | Nationality: ROMANIA |
| CID Reference Number: 12329737 | Current Location (IRC or STHF name, other): C/215 Brook House |
| HO Reference Number: | |
| NOMIS Number: | |
| Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): Brook House | |
| Contact details – email address and mobile telephone number: | |

Have you previously spoken to anyone about your complaint? Yes ☒ No ☐

If 'Yes', to whom did you speak?

Is this a complaint about healthcare services or staff? Yes ☒ No ☐

If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records. Do you give permission for the investigating officer to have access to your medical records?

Yes ☒ No ☐

Please provide a telephone number/forwarding address/email address if you wish to receive a reply after you have left detention. Any reply by email will not be encrypted.

A copy of your complaint and response, unless the complaint is marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) to allow them to monitor the way in which the complaint was handled. If you **do not wish** the IMB to see a copy of your complaint or response please tick this box: ☒

The submission of a complaint will not affect consideration of your immigration status and will not prevent you from being removed from the United Kingdom, unless it is a complaint of a serious assault and involves a police investigation.

The submission of a complaint will have no influence as to whether or not you will be transferred to another immigration removal centre.

Details of your complaint and what you would like to see done about it:

(Continue on a separate page if necessary)

When they done to open the doors for breakfast, lunch, dinner they open separate by tables one by one and its not right when is the time to open doors open for all

ITS ILLEGAL

Signature:

Date: 13.06.2017

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

For Official Use Only

Unique Reference Number:

Case Owner Team:

Date Complaint Received: 14/06/17NRC London

| | |
|--|---|
| Family Name: D2897 | First Name(s) D2897 |
| Date of Birth: DPA | Nationality: <u>ROMANIA</u> |
| CID Reference Number: <u>12329737</u> | Current Location (IRC or STHF name, other): |
| HO Reference Number: <u>MET/5058667</u> | <u>Brook House</u> |
| NOMIS Number: | |
| Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): <u>Brook House.</u> | |
| Contact details – email address and mobile telephone number: | |

Have you previously spoken to anyone about your complaint? Yes ☐ No ☒

If 'Yes', to whom did you speak?

Is this a complaint about healthcare services or staff? Yes ☒ No ☐

If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records. Do you give permission for the investigating officer to have access to your medical records?

Yes ☒ No ☐

Please provide a telephone number/forwarding address/email address if you wish to receive a reply after you have left detention. Any reply by email will not be encrypted.

A copy of your complaint and response, unless the complaint is marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) to allow them to monitor the way in which the complaint was handled. If you **do not wish** the IMB to see a copy of your complaint or response please tick this box: ☒

The submission of a complaint will not affect consideration of your immigration status and will not prevent you from being removed from the United Kingdom, unless it is a complaint of a serious assault and involves a police investigation.

The submission of a complaint will have no influence as to whether or not you will be transferred to another immigration removal centre.

Details of your complaint and what you would like to see done about it:

(Continue on a separate page if necessary)

i go today 13.06.2017 to the doctor to talk with the manager from the medical health center and in the office was 3 people but no manager to talk about my issue with my medication, it's wrong the doctor he send me to my wing officer to give me roxatamol alternative, and where is the manager, i couldn't find No one to help me
I want to talk with someone
THE OFFICERS THEY DONT NO
HOW TO DO THEIR JOBS

Signature:

Date: 13.06.2017

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX



Health Services (UK Limited)

Ref no: BHHC/16/17

22/05/17

D2897

Brook House IR
Perimeter Road South
West Sussex
RH6 0PQ

Dear D2897

I am writing in response to your letter of complaint from NHS England regarding Your concerns over your treatment from the doctor in healthcare

Firstly, I do want to apologies if you were unhappy with the treatment you received. Let me reassure you that that we ensure that the utmost care is given to our detainees. I have now completed my investigation into your complaint and I am pleased to offer the following response.

However before I do so, may I take this opportunity to say how we aim to provide the highest standard of care to detainees. Complaints are always treated seriously and used as an opportunity to learn and improve services.

The investigation into your complaint was conducted by myself, Chrissie Williams, Clinical Lead. It involved me talking to those staff involved and reviewing your case records.

Regarding your complaint about your medication you state you saw the doctor and he had sent you back to the wing to collect paracetamol

According to your medical records you did not attend for your appointment for the doctor, but you did attend a nurses clinic a couple of days later regarding pain in your wrist in which she did say to take paracetamol which is always the first line of treatment however if you are still having pain I advised you to attend healthcare so they can assess you to see if you require stronger pain relief. .

If you are not satisfied with our response, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. You can contact their helpline on 0345 015 4033, email phso.enquiries@ombudsman.org.uk , fax 0300 061 4000 or via post Millbank Tower, Millbank, London, SW1P 4QP. Further information about the ombudsman is available at www.ombudsman.org.uk .

CJS001396_0011



Health Services (UK Limited)

Yours sincerely
Chrissie Williams
Clinical Lead
Gatwick IRC'S