

21/6/12

Clyde 201

One day I went there to use the
fax machine and he said no,
you will use it, go away.

The problem with him is he is
not approachable like other officers,
you won't talk to him, he is too
arrogant, its the way he speaks to
people, he has deep seated issues.

Another time after that I
went to borrow the hair clipper
and his response was no, which was
fine, but the way he said it
is another issue.

All the other officers are cool,
they trust you will respect.
He does not understand, in order to
get respect you need to give it.

Now if I go to use the fax
machine now he is the only one
there, I would not fax I would just
go until another officer is there.

D1091

cycle 158
21/8/17

I have really become issues
with this, not really deal with
this to be honest.

5/204

21/6/12

I don't even want to look
about this guy now because I know
nothing will happen. This guy is just
arrogant, he does not know how to
speak to people. Every day
he is working he is always
arguing with someone else.
when or if it wrongs him.

The other morning I went there
to sign the book and do the
interview, he said I don't know why
you coming here, you lot always
lose. so no need for you lot.

If I am on the window
he is the only officer on there.
I would ask for him to open the
door because he is just too arrogant

I don't talk to him, know I
with one side and he the other.
He is too rude, does not know
how to interact with others -

there may polish detective who is
more younger with service the
guy wanted to use for, the polish
guy may calling him a racist.

Dress yourself
Diversity Officer

- On 01/6/17 **D381** Alleged that you said that you would make a note about the work he and other orderly; Jerry Jid for a Detainee until his diversity, he states you have not done this? And or Get the Detainee clothes?

- I think I know who they are talking about, however I cannot remember any conversation with them about **DX** (104), I ensure he has showers when I am on shift and takes his meals to them. You are more than welcome to go and speak to them
- **D381** Alleged that you discriminate against certain and believe to arrogant in an aggressive manner. Do you believe you act in this manner

- * - No I don't, & The problem is, half the time **D381** was not wearing his Diversity top and try to bang on the wall. When I see him, I would challenge him, because you are suppose to wear your top, and produce ID when doing genuine.
- How would you describe how you interact with others?

- I think I am pretty good, but with everybody ~~has~~ as best as you can in some ways.

- **D381** Alleged that you fail to carry code of conduct. Do you know what the code of conduct is and do you follow them.

I don't know what he means by the code of code conduct, if he wants to tell me what he is following about then I will tell him. I just want everyone in a good way and decent manner - I am aware of the Gaufrick code. However he did not specify which one.

- **D381** Alleged that on 3/3/12 you were very angry towards him and 5 more detainees, because in your eyes it was too early for them to be in office at 08:10. - can you remember that incident?

- I don't understand who this is about, I mean we open all the doors up at around 8 and they go get breakfast and yes there are always detainees which I expect because they are new people, they come in the night they would have questions, I usually say to them to get some breakfast first and then come back to me.

- **D381** Alleged that you have an aggressive attitude towards most detainees, especially towards Black Caribbean / Black Africans.

Answer
- How would you describe your attitude towards detainees? That is just absolute nonsense, I deal with different people, different cultures everyday, and I have no issues or any little - How would you describe your attitude towards Black Caribbean / Black Africans?

D381

alleges that you are very
aggressive and behave like your own
Brook House. Are you very aggressive?

No and I don't agree with

anything he has written in this entire
statement.

Do you act like you on Brook House?

No I don't like from Brook
House. I don't agree with the Stockmarsh

D381

alleges that your conduct appears
as if he wants to fight detainees
and he is never in the wrong.

- How would you describe your conduct?

No at all, don't agree with
his statement.

- I think I give everyone plenty
of respect, to my colleagues and
detainees, that's why my office is
always so busy all the time. Because
they know I am here to help them.

• Have you ever had altercations with
any other detainees?

- No I have had altercations, intimidation,
where detainees try to get in the
way and when I say no, I
try to enforce the rule, if you
ask to ask yourself why they want
to be there. e.g. if not for fear, threatening
then should have no other reason.

ok it think when he is
folo something he didn't like he
would become argumentative with me
and that is when issue would start. e.g:

so if he approach the door, and he
is not coming on the unit to do
Genuine Diversity work out when he
is challenging he would give me
Abuse. Right Honestly he is only
diverse diversity i.e how problems
work; All the other ones have come
and do their work.

it lets not forget this guy did not
reside on my wing apart from when
he was just in there initially, so
he was the one coming to me. He
came there at times, some to do his
job other times he just was trying
to get on which he cannot do and
he did not like to be challenged

(5) He said you must got some behind them,
I said i haven't got any captions,
the soft form line is, if it has captions
they were for back wing and back detouring
and he show us officers on the wing.
He then escalation on argument, #
was quote to q. So I ask him to
leave, he initially refused, saying abusive,
saying i work for them, then he started
saying i should let him out. I think
dan left him out, because he was aggressive

~~He was good
A good
He is bad~~

D381

They had on 1/6/17 at approximately 8.45pm. He came to Bede's asking for a curtain.

- Can you remember this?

Yes.

- Can you run through what happen?

- Someone let him on the way. Myself was down in office, we were having communication, he wanted curtains, & said I haven't got any curtains, (5)

- Would you say you were being cocky?

- Why would I be cocky, I was just explaining to him that if he wanted curtains, he should get it from his way.

- D381 advise you to take a Customer Service course?

- He said I work for him and I believe I gave him the money when taken up, & believe they gave him and so he wrote the complaint.

- Do you know perception discrimination towards deafness?

- That is his opinion, however no I do not discriminate against deafness

- How would you describe your ability to judge situations?

- pretty good.

• D381 allege that he has made numerous attempts to leave the way on 1/6/17

- at 08:45 pm, but you continue to argue trying to frustrate the situation.

- would you describe what you were doing?

- I was in the office & thought the best way to diffuse his anger was to stay in the office.

- would you say you try to frustrate D381 or any other defendant.

- no.

• D381 allege that you try to run in, making an attempt to come out him aggressive to hit me.

- Did you do this? - I might have gone to the door to explain to the manager to explain what was happening.

- Have you ever attempted to hit D381 or any other defendant?

- no

- Have you ever got any defendant in an aggressive manner.

- I am capable of controlling my conduct, I conduct myself in some manner,

D381 Alleged that he then asked if you believe he is scared of you.

- Did he ask you this?

Absolutely none. What so ever, because I told him no about the cartoon and he had word him sell up. I thought he was going to come down the counter but when he did I knew it was him, he wasn't there change his mind, he just said

D381 Alleged that you respond to this

Say saying you thought he was going to attack him.

- Can you remember saying this.
- I thought he was coming into me, I am prepared for this. For a split second I thought, but he change his mind over there was my

D381 Alleged that a manager

was present for some of this?

- How did the address the situation?

- I can't remember calling a manager it was but I know he was speaking to a manager, I know I then went to go and speak to him, I think it was Mr. Brown -

• How would describe how you speak to detainees?

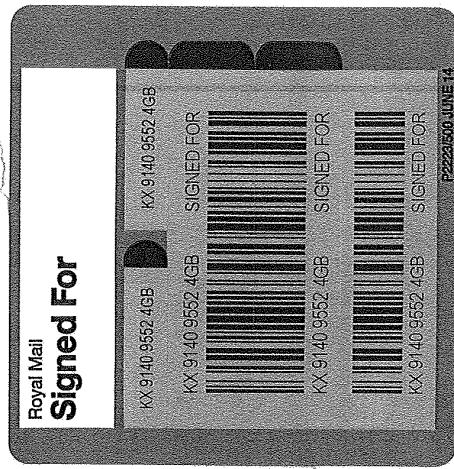
- Just in a respectful manner, respectful, polite, just like how you would like to be spoken to.

• Do you act in an aggressive manner when interacting with others?

- Don't know

2nd Rec (sent 16/6/14)

Our Ref: CMS 131000148600





Our Ref: CMS 131000148600

D381
4 Lockfields House
Wadding Street
London
SE17 1BD

**Brook House
Immigration Removal Centre**

Perimeter Road South
Gatwick Airport RH6 0PQ
England

Tel: DPA
Fax: DPA

15th June 2017

Dear D381,

Complaint Reference Number: CMS 131000148600

I am writing to inform you that we have received your complaint letter from 6th of June which we were allocated yesterday.

I am arranging for the issues you have mentioned to be investigated by our Diversity Detainee Custody Manager and we will aim to complete our response by the 4th of July 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

Goulder, Karen

From: Gatwick Enquiries
Sent: 15 June 2017 17:18
To: 'Detention Services Complaints'
Subject: ACK: 131000148600 - D381 - NRO Brook House - Unfair Treatment - TD 04/07/17
Attachments: 14.06.17 - D381 - (MC) CMS 131000148600 - ack.doc

Hi Kaz,

Here is the acknowledgment for D381

Kind regards

Kaz

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: DPA

Email: DPA or DPA

www.g4s.com/uk

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From: Detention Services Complaints [mailto:DETSECOM@homeoffice.gsi.gov.uk]
Sent: 14 June 2017 14:08
To: Gatwick Enquiries
Subject: FW: 131000148600 - D381 - NRO Brook House - Unfair Treatment - TD 04/07/17

Hi Kaz

As requested,

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

Goulder, Karen

From: Gatwick Enquiries
Sent: 15 June 2017 10:13
To: Conway Edwards
Cc: Stewart Povey; Stephen Skitt; Saunders, Ben; Michelle Fernandes
Subject: FW: 131000148600 - [D381] - NRO Brook House - Unfair Treatment - TD 30/06/17
Attachments: [D381] - M1095516.pdf

Importance: High

Hi Conway,

PSU have referred this back to us, and as instructed by Steve, please can you have a look into this complaint and return a response to Stewart, with evidence, for approval by the 30th of June?

Cheers

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [REDACTED] DPA

Email: [REDACTED] DPA or [REDACTED] DPA

www.g4s.com/uk

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From: Stephen Skitt
Sent: 06 June 2017 13:27
To: Goulder, Karen; Saunders, Ben; Williams, Juls; Michelle Fernandes
Subject: RE: Brook House Complaint - [D381]

Thanks Karen

Can Conway have sight of this as he will be looking into at some point lets await PSU response

Steve

Steve Skitt
Deputy Director Gatwick IRCs
Custodial and Detention Services

Goulder, Karen

From: Detention Services Complaints <DETSECOM@homeoffice.gsi.gov.uk>
Sent: 15 June 2017 09:11
To: Gatwick Enquiries
Subject: RE: 131000148600 - [D381] - NRO Brook House - Unfair Treatment - TD 04/07/17
Attachments: [D381] - M1095516.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Morning

Ooer definitely a gremlin in the works!

Yes classified as Unfair treatment, PMA to you these weeks are flying by.....

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: Gatwick Enquiries [mailto:Gatwick.Enquiries@uk.g4s.com]
Sent: 15 June 2017 08:40
To: Detention Services Complaints
Subject: RE: 131000148600 - [D381] - NRO Brook House - Unfair Treatment - TD 04/07/17

Hi Kaz,

Thanks for this....can you believe it, I only got your email at 20:14 last night! Something must have been playing up with emails yesterday!!

Am I right in thinking it will be classified as Unfair Treatment.... I have put it into the subject heading as that for the meantime!

PMA!! It's Thursday!!

☺

Kaz

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: DPA

Email: DPA or DPA

www.g4s.com/uk

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From: Detention Services Complaints [mailto:DETSECOM@homeoffice.gsi.gov.uk]
Sent: 14 June 2017 14:08
To: Gatwick Enquiries
Subject: FW: 131000148600 - D381 - NRO Brook House - Unfair Treatment - TD 04/07/17

Hi Kaz

As requested,

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: Detention Services Complaints
Sent: 14 June 2017 10:10
To: 'Gatwick Enquiries'
Cc: IRC Brook House Inbox; DPA
Subject: FW: 131000148600 - D381

Hi Kaz

PSU referred this case back on CMS, however we were not advised of this so thank you for highlighting.

I have re allocated on CMS and adjusted the target date to the correct one – 4th July.

Case Ref	131000148600
Initial Category	Home Office >> Complaint >> Serious Misconduct
Representative / 3rd Party	D381
Title	Minor Misconduct
Description	-
Status	Open
Due Date	4 Jul 17 00:00 (19 days from now)
Allocated To	NRO-Brook House
Created Date	7 Jun 17 12:11 (6 days ago)
Created by	Karen Howland
Complainant	D381
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: Gatwick Enquiries [mailto:Gatwick.Enquiries@uk.q4s.com]
Sent: 12 June 2017 10:18
To: Detention Services Complaints
Subject: FW: 131000148600 - [D381]

Hi Kaz,

I believe this may have been sent back from PSU ad I wondered if we will be allocated it to investigate if that is the case?

It is only because I know he has a few ongoing at the moment!

Cheers

Kaz

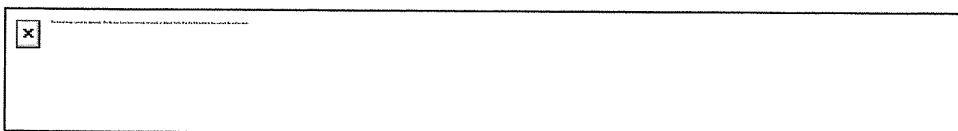
Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: DPA

Email: DPA or DPA

www.g4s.com/uk

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From: Detention Services Complaints [mailto:DETSECOM@homeoffice.gsi.gov.uk]

Sent: 07 June 2017 12:17

To: Gatwick Enquiries

Cc: IRC Brook House Inbox

Subject: 131000148600 - D381

Dear colleagues

FYI the attached complaint has been referred to PSU.

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: Levett Simon
Sent: 06 June 2017 12:13
To: Detention Services Complaints
Cc: 'Jackie Colbran'; 'Goulder, Karen'
Subject: Brook House Complaint - D381

Afternoon,

For your action

Regards

Simon Levett
Deputy Immigration Manager
Immigration Enforcement

Home Office
Brook House IRC, Perimeter Road South,
Gatwick Airport, West Sussex, RH6 0PQ

T: DPA
F: DPA
M: DPA
www.gov.uk/home-office

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