



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)

ON FRIDAY 21ST JULY I SPOKE TO DCO TERRY EVANS AS SHE DID NOT LET ME OUT OF MY ROOM FOR MY LUNCHTIME CLEANING DUTIES. SHE WAS RUDE TO ME AND SLAMMED THE DOOR, NARROWLY MISSING MY FACE.

TODAY SHE ONCE AGAIN REFUSED TO LET ME OUT FOR MY CLEANING DUTIES DESPITE LETTING OTHER WORKERS OUT ON THE SAME FLOOR AS ME. WHEN I RANG MY CALL BELL TO SPEAK TO THE OFFICER, SHE CALLED ME A KNOBHEAD AND HUNG UP. SHE WAS VERY RUDE AND I ASKED TO SPEAK TO DCM STEVE DIX. I SPOKE TO DCM DIX WITH DCO EVANS AND SHE CONFIRMED SHE HAD CALLED ME A KNOBHEAD. SHE WAS RUDE TO MYSELF AND THE MANAGER AND STORMED OUT OF THE OFFICE.

Signature:

Signature

Date:

23/07/2017

PLACE THE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX



Brook House  
Date: 21/08/2017

**D119**

Room 215a  
A Wing  
Brook House

Dear **D119**,

**Complaint Reference Number: CMS 131000153626**

Thank you for your complaint dated the 23<sup>rd</sup> of July 2017 treatment you received from an officer at Brook House. I am writing to advise that I have now completed my investigation and would like to offer the following response.

This investigation was conducted by myself and involved speaking to the staff involved and reviewing security reports.

Your complaint contained one main issue which has been investigated.

You felt unhappy that a particular officer did not let you out to complete your cleaning duties on 2 separate occasions and was rude to you.

You stated that on the 21<sup>st</sup> of July Detainee Custody Officer T. Evans did not let you out of your room at lunchtime for cleaning duties and that she was rude to you, slamming the door which just missed your face. Then on the 23<sup>rd</sup> of July, she again refused to let you out, even though she let others out, and when you used the room call system to ring the office, she answered and called you a "knob head" then hung up.

After receiving your complaint I went to speak to the officer in question and Detainee Custody Manager S. Dix who you mentioned, to discuss the incident further. I also reviewed security reports submitted at the time by the officer regarding the events of that day.

The Deputy Director and Head of Brook House, Steve Skitt, has commissioned a separate internal investigation to be completed under the company disciplinary procedures and I can confirm at this point, that concerns have been identified.

The internal investigation is still on going at present, but Mr Skitt has confirmed that he will advise the Home Office with the full outcome from this investigation.

At this point I can confirm that your complaint will be upheld due to you not being allowed out of your room to carry out your cleaning duties. I would also like to apologise for the behaviour displayed by the member of staff in question and I can assure you that we do not condone bad behaviour from residents or staff and this is what the ongoing internal investigation is looking into further.

I hope you feel satisfied with the way in which your complaint has been handled, however, should you wish to discuss any aspect of it, please feel free to contact me.

If you remain dissatisfied you may also appeal to the Prisons and Probation Ombudsman who is independent of Immigration Enforcement and G4S. You must do this within three months of receiving this letter. I have enclosed a leaflet which explains the process "How to complain to the Ombudsman". This leaflet can also be found at [http://www.ppo.gov.uk/wp-content/uploads/2014/06/PPO\\_Complaint\\_leaflet\\_Dec\\_2013.pdf](http://www.ppo.gov.uk/wp-content/uploads/2014/06/PPO_Complaint_leaflet_Dec_2013.pdf)

The PPO cannot deal with any complaints relating to your immigration status, including any decision to remove you from the United Kingdom, nor does the PPO deal with complaints about healthcare. You can only appeal to the PPO if you are the person with the complaint. Complaints from third parties cannot be accepted.

Any expression of dissatisfaction from a resident is taken seriously, irrelevant of the outcome, and we will endeavour to learn to continuously improve our service and care.

To help us continually improve our Complaints Handling Process, we have also enclosed a Complaints Handling Feedback Form with this letter which we ask that you complete and return to the Home Office (by posting, emailing or placing it in the Home Office Complaints Box).

I would like to take this opportunity to thank you for bringing your concerns to our attention.

Yours sincerely

**Signature**

C Donnelly  
Detainee Custody Manager  
G4S Gatwick IRCs  
Brook House  
Perimeter Road South  
Gatwick  
RH6 0PQ

**DPA**

**Goulder, Karen**

---

**From:** Gatwick Enquiries  
**Sent:** 21 August 2017 13:51  
**To:** 'Detention Services Complaints'  
**Cc:** IRC Brook House Inbox; [REDACTED] DPA  
**Subject:** RESPONSE: 131000153626 - [REDACTED] D119 Rudeness / Unfair Treatment - Brook House -due:22/08/17  
UPHELD  
**Attachments:** 27.07.17 - [REDACTED] D119 - (MC) CMS 131000153626 - response.doc; 27.07.17 - [REDACTED] D119 (MC) CMS 131000153626 - ack.doc

**Importance:** High

Hi Kaz,

Here is the response for [REDACTED] D119 which is upheld.

Kind regards

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](http://www.g4s.com/uk)

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**From:** Detention Services Complaints; [REDACTED] DPA  
**Sent:** 27 July 2017 11:44  
**To:** Gatwick Enquiries  
**Cc:** Detention Services Complaints  
**Subject:** FW: 131000153626 - [REDACTED] D119 Rudeness / Unfair Treatment - Brook House -due:22/08/17

Hi kaz

New complaint attached.

Thanks

Alison

**Goulder, Karen**

---

**From:** Stephen Skitt  
**Sent:** 21 August 2017 13:17  
**To:** Goulder, Karen  
**Subject:** 27.07.17 - [REDACTED] (MC) CMS 131000153626 - response  
**Attachments:** 27.07.17 - [REDACTED] (MC) CMS 131000153626 - response.doc

Goulder, Karen

---

From: Gatwick Enquiries  
Sent: 08 August 2017 14:47  
To: Stephen Skitt  
Cc: Haughton, Dan; Timms, Barry; Stewart Povey  
Subject: FW: 131000153626 - **D119**; Rudeness / Unfair Treatment -Brook House -due:22/08/17  
Attachments: 27.07.17 - **D119** - (MC) CMS 131000153626 - complaint.pdf; 27.07.17 - **D119** - (MC) CMS 131000153626 - resp.doc

Importance: High

Hi Steve,

Please can you have a look at the attached complaint and upheld response. I am sure we will be penalty pointed on this and I believe Stewart will be taking it up with HR regarding Teyron's conduct.

I have not seen the Security reports, but I have asked for them as evidence, along with interview notes from Chris Donnelly.

Please can you let me know if you are happy with this?

Many thanks

Karen

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

Phone: **DPA**

Email: **DPA** or **DPA**

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---

From: Stewart Povey  
Sent: 08 August 2017 14:19  
To: Goulder, Karen  
Subject: RE: 131000153626 - **D119**; Rudeness / Unfair Treatment -Brook House -due:22/08/17

Hello Karen

Revised version is fine and will take the matter up with HR for further action.

Regards

Stewart Povey-Meier

CJS001415\_0007

Temporary Head of Safeguarding  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [DPA]  
Email: [DPA]

---

**From:** Goulder, Karen  
**Sent:** 08 August 2017 13:57  
**To:** Stewart Povey  
**Subject:** FW: 131000153626 [D119] Rudeness / Unfair Treatment -Brook House --due:22/08/17  
**Importance:** High

Hi Stewart,

Here is the response from Chris, my revised version (named "27.07.17 - [D119] (MC) CMS 131000153626 -- resp") and the complaint.

I have asked for interview notes with Steve and Teyron.

I have asked to see the reports from Security to see what she wrote too...just awaiting it/them.

Kind regards

Kaz

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

Phone: [DPA]

Email: [DPA] or [DPA]

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---

**From:** Donnelly, Christopher  
**Sent:** 04 August 2017 19:46  
**To:** Gatwick Enquiries  
**Cc:** Goulder, Karen  
**Subject:** RE: 131000153626 [D119] Rudeness / Unfair Treatment -Brook House --due:22/08/17



Karen,

As attached

Thanks

Chris

---

**From:** Gatwick Enquiries  
**Sent:** 31 July 2017 10:14  
**To:** Donnelly, Christopher  
**Cc:** Stewart Povey; Michelle Fernandes  
**Subject:** FW: 131000153626 - [D119] Rudeness / Unfair Treatment -Brook House -due:22/08/17  
**Importance:** High

Hi Chris,

Stewart has asked for me to send this onto you for investigation please.

It will probably need a chat with Steve Dix, Teyron and [D119] I'm sure.

The official target date is the 18<sup>th</sup> of August, but Stewart is away from the 11<sup>th</sup>, so if you can get a response to him, with evidence, beforehand then that would be great, otherwise it will need to be approved by Steve Skitt.

Many thanks

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](http://www.g4s.com/uk)

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---

**From:** Detention Services Complaints [DPA]  
**Sent:** 27 July 2017 11:44  
**To:** Gatwick Enquiries  
**Cc:** Detention Services Complaints  
**Subject:** FW: 131000153626 [D119] Rudeness / Unfair Treatment -Brook House -due:22/08/17

Hi kaz

New complaint attached.

Goulder, Karen

---

**From:** Donnelly, Christopher  
**Sent:** 18 December 2017 13:29  
**To:** Goulder, Karen  
**Cc:** Gatwick Enquiries  
**Subject:** RE: Outstanding Complaints Evidence

Karen,

No separate notes taken of the conversations between myself, DCO Evans and DCM Dix. The outcomes of those conversations were contained in the response letter submitted to [.D119.].

Thanks

Chris

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Home Office

☐

ACTION IMMEDIATELY

PROTECTED SIR

☐

## DETENTION SERVICES SECURITY INFORMATION REPORT

Establishment Code	SIR Number	Restricted <input checked="" type="checkbox"/>	Secret <input type="checkbox"/>
BWRL	Number / Year / Copy Number	Confidential <input type="checkbox"/>	Top Secret <input type="checkbox"/>
	1401 / 17 / 1		

The Security Intelligence System aims to:

- Present an analysis of evaluated information.
- Support informed decision-making in prevention and management of incidents.
- Develop strategies to counteract threats to national interests and to the security of the establishment(s).
- Assist in maintaining good order or discipline across your centre & estate.
- Assist in the prevention and detection of crime.

- Any person may submit an SIR. All information may prove useful.
- All information given will be evaluated to provide security intelligence.
- All information contained within this SIR will be managed in accordance with the Human Rights Act & Data Protection Act. Your information will be disseminated in a controlled way ensuring only relevant parties are privy to the information you generated. Any disclosure to partner agencies will be in a sanitised format.
- The information contained within this report may be disclosed for the prevention and detection of crime, good order and discipline and professional standards issues.
- The individual initiating this report **must only complete Part A** of this document, along with **Section A** of the **Audit trail**, ensuring it is signed and dated prior to being forwarded to the Security Department

Audit Trail			
On receipt of this form, the person responsible must update the audit trail once action completed			
	Responsibility	Action	Completion
<b>A</b>	Initiator of Report	<div style="border: 1px dashed black; padding: 5px; display: inline-block;"> <b>Signature</b> </div>	Time 14:00 Date 23/7/17
	Name <i>Geo T. Lewis</i>		
<b>B</b>	Security Analyst	Complete	Time Date
	Time & Date 23.7.17 @ 13.45	Name <i>N. Jorke</i>	
<b>C</b>	Security Managers Recommendations	Complete	Time Date
	Time & Date 23.7.17	Name <i>Duncan-Jones</i>	
<b>D</b>	Director / Designated Manager Comments	Complete	Time Date
	Time & Date 24/7/17 13:05	Name <i>M. Brown</i>	
<b>E</b>	Security Office Actions	Complete	Time Date
	Time & Date 25/7/17 11:00	Name <i>S. Pearson</i>	

# SECURITY INFORMATION

Names:

**D119**

A/215

CID Ref:-

Incident Location:

A/215

Subject Heading:

ABUSIVE LANGUAGE ABUSIVE BEHAVIOUR

## Content of Report

I DETAINEE CUSTODY OFFICER TERRY EVANS  
WINS AT APPROXIMATELY 12:10 AT LUNCH LOCK  
DOWN, ON 23<sup>rd</sup> JULY 2017 I HEARD A DETAINEE  
D4984 WAS DOOR VERY LOUDLY AND SHOUTING  
AND SWEARING. I WENT INTO THE OFFICE AND  
SPOKE TO D119 A/215 ON THE INTERCOM. I EXPLAINED  
TO HIM THE DOORS WOULD BE OPENED IN ORDER  
AS ON OUR STREET IN THE OFFICE. GROUND  
MIDDLE, TOP. D119 D4985 ON THE TOP FLOOR.  
HE SPOKE AT ME SEVERAL TIMES USING ABUSIVE  
LANGUAGE. I THEN CONTACTED CONTROL AND SPOKE  
TO PCO JOE MARMALL. HE STATED HE WOULD  
WATCH THE DOOR WHEN MYSELF AND PCO MIKE  
WARRINS OPENED IT. D119 WAS AGAIN ABUSIVE,  
SWEARING AND SHOUTING. CALLING ME A 'BUTTER',  
PLUS MANY OTHER NAMES. HE STATED HE SHOULD  
HAVE BEEN LET OUT AS HE IS A CLEANER. AS I  
HAD ALL MY CLEANERS OUT. I ASKED WHAT JOE  
HE DID. STATED 'THE STAIRS' BEEN CLEANED. PCO T. EVANS

I have / have not informed my line manager of the content of this report.

Signature

**Signature**

Print Name

T. EVANS

Location

A WINS

Date / Time

13.30 23/7/17

EVALUATION		
Source Evaluation	Information Evaluation	Handling Code
1 - Reliable	A - Known Directly	P - Lawful sharing permitted
2 - Untested	B - Known indirectly but corroborated	C - Lawful sharing permitted with conditions.
3 - Not Reliable	C - Known indirectly	
	D - No known	
	E Suspected to be false	

#### SOURCES CHECKED FOR RELATED INTELLIGENCE INFORMATION

- Local Security Intelligence System & Databases
- Home Office
- Security File
- Visits Records
- Gate Records
- Police Referral
- Searching Records
- Correspondence Records
- Incident Reports
- Finance
- Open Source Internet

#### SUMMARY OF SUPPORTING / RELATED INTELLIGENCE

D119 has a history of being verbally abusive and threatening towards OFFICERS both inside and at other establishments.

Domestic is a minor concern.

#### INTELLIGENCE ASSESSMENT

(Complete Audit Trail)

Intel suggested during look up at which time D119 was D4984 and shouting from his room. RO spoke to D119 via the intercom, who stated he should be let out. RO explained the order for opening the door, throughout this D119 was shouting at the RO. When D119's door was opened, D119 stated his door should have been opened as he was a cleaner, and was continually rude + abusive to RO.

ACTION

- ☐ Immediate  
☐ 24 hour  
☒ 72 hour

If the SIR is linked to previously submitted SIRs list the number below

- 1)                      2)                      3)                      4)                      5)

#### SECURITY MANAGERS COMMENTS / ACTIONS

(Complete Audit Trail)

Domestic's suitability to remain in paid work to be assessed given the behaviour and that no criminal ~~history~~ had taken place. RO stated they were going to issue warning.

ACTION

- ☐ Immediate  
☐ 24 hour  
☒ 72 hour

#### DIRECTOR / DESIGNATED SENIOR MANAGER ACTIONS & COMMENTS

(Complete Audit Trail)

As per above - how D119 was D4984 - suitability - was a warning issued?

ACTION

- ☐ Immediate  
☐ 24 hour  
☐ 72 hour

SECURITY OFFICE USE ONLY			
Actions Completed	(✓)	Contact Name	Date
Director	<input type="checkbox"/>	.....	.....
Head of Department	<input type="checkbox"/>	.....	.....
Unit Manager	<input type="checkbox"/>	.....	.....
HO Centre Manager	<input type="checkbox"/>	.....	.....
HO Intelligence Team	<input type="checkbox"/>	.....	.....
ACDT co-ordinator	<input type="checkbox"/>	.....	.....
Anti-Bullying	<input type="checkbox"/>	.....	.....
Race Relations	<input type="checkbox"/>	.....	.....
Police	<input type="checkbox"/>	.....	.....
IMB	<input type="checkbox"/>	.....	.....
Other	<input type="checkbox"/>	.....	.....
SIR	<input type="checkbox"/>	.....	.....
Acknowledged	<input type="checkbox"/>	.....	.....

  

List Further Actions Initiated	Contact Name	Date
1. Email sent to Steve Webb (Attended)	STEVE WEBB	23.7.17
2. Issuing a second written warning	.....	.....
3. ....	.....	.....
4. ....	.....	.....
5. ....	.....	.....

  

Further Actions Completed <input checked="" type="checkbox"/> Signed off by Security Department – Name <u>S. Leeson</u>
---

  

Updated Actions
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SIR Closed <input checked="" type="checkbox"/>	Signed off by Security Dept. – Name <u>                    </u> Signature <u>                    </u>
--	---

Nick Jones

---

To: Steve Webb  
Subject: RE: [REDACTED] D119

Hi Steve,

Can you issue [REDACTED] D119 with a second written warning for being rude and abusive towards an Officer on the 23/07/17 at lunchtime please.

Regards,

Nick Jones  
Security Collator  
Security Intelligence Unit  
Gatwick IRCs  
G4S Care And Justice Services  
Tel - [REDACTED] DPA  
Email - [REDACTED] DPA  
Security Inbox [REDACTED] DPA

**Goulder, Karen**

---

**From:** Stewart Povey  
**Sent:** 08 August 2017 14:19  
**To:** Goulder, Karen  
**Subject:** RE: 131000153626 - [D119] Rudeness / Unfair Treatment -Brook House –due:22/08/17

Hello Karen

Revised version is fine and will take the matter up with HR for further action.

Regards

Stewart Povey-Meier  
Temporary Head of Safeguarding  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [DPA]  
Email: [DPA]

---

**From:** Goulder, Karen  
**Sent:** 08 August 2017 13:57  
**To:** Stewart Povey  
**Subject:** FW: 131000153626 - [D119] Rudeness / Unfair Treatment -Brook House –due:22/08/17  
**Importance:** High

Hi Stewart,

Here is the response from Chris, my revised version (named "27.07.17 - [D119] - (MC) CMS 131000153626 – resp") and the complaint.

I have asked for interview notes with Steve and Teyron.

I have asked to see the reports from Security to see what she wrote too...just awaiting it/them.

Kind regards

Kaz

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

Phone: [DPA]  
Email: [DPA] or [DPA]

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**Goulder, Karen**

---

**From:** Goulder, Karen  
**Sent:** 08 August 2017 13:57  
**To:** Stewart Povey  
**Subject:** FW: 131000153626 - [REDACTED] Rudeness / Unfair Treatment -Brook House -due:22/08/17  
**Attachments:** ~ Upheld (SUB) Response Template (updated 27.10.15).doc; 27.07.17 - [REDACTED] D119 (MC) CMS 131000153626 - resp.doc; 27.07.17 - [REDACTED] D119 (MC) CMS 131000153626 - complaint.pdf

**Importance:** High

Hi Stewart,

Here is the response from Chris, my revised version (named "27.07.17 - [REDACTED] D119 (MC) CMS 131000153626 – resp") and the complaint.

I have asked for interview notes with Steve and Teyron.

I have asked to see the reports from Security to see what she wrote too...just awaiting it/them.

Kind regards

Kaz

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

Phone: [REDACTED] DPA

Email: [REDACTED] DPA or [REDACTED] DPA

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---

**From:** Donnelly, Christopher  
**Sent:** 04 August 2017 19:46  
**To:** Gatwick Enquiries  
**Cc:** Goulder, Karen  
**Subject:** RE: 131000153626 - [REDACTED] Rudeness / Unfair Treatment -Brook House -due:22/08/17

Karen,

As attached

Thanks

Chris



Our Ref: CMS 131000153626

**D119**  
Room 215a  
A Wing  
Brook House

**Brook House  
Immigration Removal Centre**

Perimeter Road South  
Gatwick Airport RH6 0PQ  
England

Tel: **DPA**  
Fax:

27<sup>th</sup> July 2017

Dear **D119**,

**Complaint Reference Number: CMS 131000153626**

I am writing to inform you that we have received your complaint dated the 23<sup>rd</sup> of July 2017 which we have been allocated today.

I am arranging for the issues you have mentioned to be investigated by one of our Operational Detainee Custody Managers and we will aim to complete our response by the 22<sup>nd</sup> of August 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

CJS001415\_0018

Goulder, Karen

---

**From:** Gatwick Enquiries  
**Sent:** 31 July 2017 10:14  
**To:** Donnelly, Christopher  
**Cc:** Stewart Povey; Michelle Fernandes  
**Subject:** FW: 131000153626 - [D119] Rudeness / Unfair Treatment -Brook House –due:22/08/17  
**Attachments:** [D119] A1235220.pdf

**Importance:** High

Hi Chris,

Stewart has asked for me to send this onto you for investigation please.

It will probably need a chat with Steve Dix, Teyron and [D119] I'm sure.

The official target date is the 18<sup>th</sup> of August, but Stewart is away from the 11<sup>th</sup>, so if you can get a response to him, with evidence, beforehand then that would be great, otherwise it will need to be approved by Steve Skitt.

Many thanks

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](http://www.g4s.com/uk)

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---

**From:** Detention Services Complaints [DPA]  
**Sent:** 27 July 2017 11:44  
**To:** Gatwick Enquiries  
**Cc:** Detention Services Complaints  
**Subject:** FW: 131000153626 - [D119] Rudeness / Unfair Treatment -Brook House –due:22/08/17

Hi kaz

New complaint attached.

Thanks

Alison

**Goulder, Karen**

---

**From:** Gatwick Enquiries  
**Sent:** 27 July 2017 11:53  
**To:** Nathan Harris; Stewart Povey  
**Subject:** FW: 131000153626 - [D119] Rudeness / Unfair Treatment - Brook House - due:22/08/17  
**Attachments:** [D119] - A1235220.pdf  
**Importance:** High

Hi Nathan and Stewart,

This has now been officially allocated to us.....reference number is CMS 131000153626 and the target date is 18<sup>th</sup> of August.

If you can then send your response and evidence to Steve Skitt for approval as Stewart will be on leave, as will Dan?

Any questions, please just come up and see me...no worries!

Many thanks

Kaz

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

Phone: [REDACTED] DPA [REDACTED]

Email: [REDACTED] DPA [REDACTED] or [REDACTED] DPA [REDACTED]

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---

**From:** Stewart Povey  
**Sent:** 26 July 2017 16:56  
**To:** Nathan Harris  
**Cc:** Goulder, Karen  
**Subject:** Brook House Complaint - [D119]

Hello Nathan

Please can you look at this one for us, and arrange interviews with Steve Dix, Teyron Evans and [D119]. You will probably need to come up with some questions for Teyron and Nathan Ring will be able to ask her those questions.

I will catch up with you Friday morning buddy.

Regards

Stewart Povey-Meier  
Temporary Head of Safeguarding  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [redacted] DPA  
Email: [redacted] DPA

---

**From:** Detention Services Complaints [redacted] DPA  
**Sent:** 27 July 2017 11:44  
**To:** Gatwick Enquiries  
**Cc:** Detention Services Complaints  
**Subject:** FW: 131000153626 - [redacted] D119 Rudeness / Unfair Treatment -Brook House -due:22/08/17

Hi kaz

New complaint attached.

Thanks

Alison



FOI (Freedom Of Information) Request Lead  
Detention & Escorting Services

**Home Office Immigration Enforcement**  
3rd Floor Apollo House, 36 Wellesley Rd, CR9 3RR  
[redacted] DPA

---

**From:** Complaints  
**Sent:** 26 July 2017 14:45  
**To:** Detention Services Complaints  
**Subject:** 131000153626 - [redacted] D119 Rudeness / Unfair Treatment -Brook House -due:22/08/17

Dear colleagues,

Please see correspondence for your attention.

Regards

**Complaints Allocation Hub**  
**UK Visas and Immigration**  
7th floor Lunar House, Wellesley Road, Croydon, CR9 2BY

Email: [redacted] DPA

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**From:** Raghavan, Sapna  
**Sent:** 26 July 2017 13:56  
**To:** Complaints  
**Subject:** FW: [D119] Minor Rudeness / Unfair Treatment - [D119] 24/07/17 - IRC & NRO Brook House

Cms: 131000153626 - [D119] - Rudeness / Unfair Treatment - IRC & NRO Brook House - due date: 22/08/17

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**From:** Detention Services Complaints  
**Sent:** 24 July 2017 11:23  
**To:** Complaints  
**Cc:** Detention Services Complaints  
**Subject:** [D119] Minor Rudeness / Unfair Treatment - [D119] 24/07/17 - IRC & NRO Brook House

Please log as above.

Thanks

Nicky Johnson

**Operational Support and Guidance**  
Detention & Escorting  
Immigration Enforcement

T: [DPA]

---

**From:** Levett Simon  
**Sent:** 24 July 2017 08:59  
**To:** Detention Services Complaints  
**Cc:** 'Goulder, Karen'; 'Jackie Colbran'  
**Subject:** RE: Brook House Complaint - [D119]

All,

I have started again with this complaint, two readable pages now.

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](http://www.gov.uk/home-office)

**From:** Levett Simon  
**Sent:** 24 July 2017 08:15  
**To:** Detention Services Complaints  
**Subject:** Brook House Complaint - [REDACTED] D119

Morning,

FYI

Regards

**Simon Levett**  
Deputy Immigration Manager  
Immigration Enforcement

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

T: [REDACTED] DPA  
F: [REDACTED] DPA  
M: [REDACTED] DPA  
[www.gov.uk/home-office](http://www.gov.uk/home-office)

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