

Rec 14/6/17

due 30/6/17
(4/7/17)CNS 131000148600
(MC - unfair Treatment)→ Conway
SM, BS,
SS, MF
as above**For Official Use Only**

Unique Reference Number:

Case Owner Team: CCD Leeds

Date Complaint Received:

6/6/17

Family Name:

D381

First Name(s):

D381

Date of Birth:

DPA

Nationality:

Jamaica

CID Reference Number:

HO Reference Number: M1095516

NOMIS Number:

Current Location (IRC or STHF name, other):

Brook House

Location where the incident you are referring to in your complaint occurred (IRC, STHF, other):

B Wing

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?

Jules Williams, and James

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)

On 1/6/2017, Officer Darren alone on B Wing, as a Safer Community I D381 and a Diversity-

Jerry assisted Darren with a disability detainee to the shower and making sure he was ok.

Darren said he will note it on records of our help and he he will get the detainee clothes (He did not do either). (see letter attached to this complaint)

Darren discriminate against detainees and behaves arrogant in a aggressive manner. fail to carry Code of Conduct.

Signature:

Date:

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

D381

✓ C-104

1/6/2017

RE: Darren Member of Staff
on B Wing.

I arrived at Brook House on 2nd March 2017.

on 3/03/2017 Darren was very angry towards I **D381**, and 5 more ~~detainees~~ detainees because in his eyes (Darren) It was too early for detainees as new arrival should not be in the office so early in the morning 8:10 am.

I have notice Mr Darren attitude towards most detainees especially towards Black Carribeans/ black Africans.

Darren gets very aggressive and behave like he own's Brook House, Darren Conduct appears as if he wants to fight detainees and he is never in the wrong.

Within this letter I will have ^{other} detainees name's and signatures that have altercations with him, some of which I have witnessed.

on 1/6/2017 at approximately 8:45pm

I **D381** entered B Wing asking for a Curtain.

On my arrival to B Wing, (Darren and Dan the Man) was conversating about Country Currency, I Intentionally waited about a minute for them to finish Conversation.

I kindly asked Darren for Curtains, Darren then took the opportunity to started being Cocky, expressing why am here because they run B Wing properly as if other wings are not being run properly.

I advice Darren he needs to go take up a Customer Service Course so he can learn to communicate without appearing to be Cocky and aggressive.

I believe Darren Perception Discrimination direct towards detainees is totally unexceptable.

In all altercations I have witnessed Darren and other Detainees, Darren lack's the ability to defuse situations.

I have made numerous attempts to leave the Wing on 1/6/2017, 8:45pm

But Darren Continue to argue trying to frustrate the situation.

As I was leaving I Saw a Manager and I try to explain what had happen, Manager Said if there are spears then it should be a problem in regards to me having the curtain.

I Spoke with another manager 10 mins later, Manager response was (Darren is Job Worths) and Said but he does carry out his task.

Darren even try to run in making a attempt to Come at me aggressive to hit me, I then ask Darren, (what do you think I am Scared of you) Darren responded Saying he thought I was gonna attack him, by this time I was at the main door in the presence of the Manager.

Signature

Xans Lathfully

Signature

D387

Signature

C107

DX1

Signature

D13

D338

Signature

W7

D1091

Signature

C204

D197

C101

D166

C101

D208

D204

Jun 17



AUTHORISATION OF 10% OF COMPLAINT CONCLUSION LETTERS

Surname: D381	First Name: D381
Date of Birth: DPA	Nationality: JAMAICA
Reference Number: CMS 131 000 48600	Location: BH
Date Checked: 07/08/17	Month of Complaint: Jun 17

BU **CANWAY EDWARDS**

COMMENTS

well detailed response
All issues addressed within the
response.

Checked By: D. HAUGHTON

Signature:

Signature

Goulder, Karen

From: Goulder, Karen
Sent: 09 August 2017 14:56
To: Conway Edwards
Cc: Stewart Povey
Subject: FW: 14.06.17 - **D381** - (MC) CMS 131000148600 - 10% audit check
Attachments: doc07563520170809122240.pdf

Hi Conway,

Here is the 10% audit check feedback from Dan Haughton for your information.

Kind regards

Karen

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

Phone: **DPA**

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

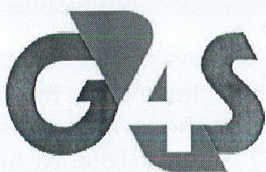
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-----Original Message-----

From: GatwickPrinter@uk.g4s.com [mailto:GatwickPrinter@uk.g4s.com]
Sent: 09 August 2017 13:24
To: Goulder, Karen
Subject: 14.06.17 - **D381** - (MC) CMS 131000148600 - 10% audit check

TASKalfa 5551ci
[00:c0:ee:b1:06:71]



Brook House
Date: 1st July 2017

D381

DPA

Dear **D381**

Complaint Reference Number: CMS 131000148600

Thank you for your complaint dated 01st June 2017 concerning a member of staff's behaviour. 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 me firstly reading your complaint to see what had happened that led to the complaint. I then went to see the residents mentioned to ascertain if they had had any altercations with, been victims of or witnesses to any of the behaviour highlighted in the complaint with the officer in question. I did not look at CCTV footage because the allegation detailed in the complaint did not reference any specific incident. After this I spoke to all the detainees I was able to find in the centre and I also had a look at all the detainees whose names were on the complaint and your observation records on our in-house system to ascertain if anything was recorded about this incident or any other incident of a similar nature. I then arranged an interview with the member of staff you referred to in your complaint, Detainee Custody Officer D. Tomsett.

Your complaint contained three main issues which have been investigated.

Firstly, you felt unhappy because an officer, "Darren alone on B Wing, as a Safer Community, I **D381** and a Diversity; Jerry assisted Darren with a disability detainee to the shower and making sure he was ok" "Darren said he will not it on records of our help and he will get the detainee clothes (he did not do either)."

During interview, Officer Tomsett talked about a detainee he remembered; whom he believed was the detainee you were referring to due to the assistance he required. He said he ensured that the individual has access to showers and received his meals. He could not remember having a conversation with you about him though. Any support given would be noted within his Supported Living Plan document. In relation to the individual requesting clothes, Officer Tomsett explained that he couldn't recall the detainee requesting clothes, but if he had, then he would have got them for him. He also

said that the detainee was told to see any member of staff if there was something he needed that he did not have or could not reach due to his condition.

There are numerous observations noted in Supported Living Plan document for the believed detainee with a disability from Officer Tomsett; a number of those being made on the 1st of June. One of these stated that the detainee was being taken across to Arun Wing to have a shower by the Diversity Orderly. There are others which surround meals and general living.

Having carefully reviewed the statement you made in your complaint and all the available evidence, including a statement from the officer and the observation records from the Supported Living Plan document, I am unable to uphold this aspect of your complaint.

Secondly you felt unhappy because officer "Derren discriminate against detainees and behaves arrogant in an aggressive manner. Fail to carry code of conduct." You went on to explain, "On 3/3/2017 Darren was angry towards I D381 and 5 more detainees because in his eyes (Darren) it was too early for detainees as new arrival should not be in the office so early in the morning 08:10am. I have notice Mr. Darren attitude towards most detainees, especially towards Black Caribbean/Black Africans." And that, "Darren gets very aggressive and behave like he owns brook House, Darren conduct appears as if he wants to fight detainees and he is never in the wrong."

During interview, the officer in question explained that he does not discriminate against detainees and / or behave in an aggressive manner. He stated there had been issues when you wanted to enter the wing as you did not always wear the Diversity top or have the multi-wing ID card. In addition to his statement, I looked at the observation records on our in-house system for all the detainees mentioned in the complaint, and could not see any observations logged about the officer having issues with the detainees and / or him making observations about issues that took place. The officer made one observation which was about when he gave you a warning over the incident regarding the curtains.

He also explained that is fully expectant of new detainees to come into the wing officer in the morning because they are new and will have lots of questions because all of this can be really disorientating and strange, and it is only natural for detainees to have questions and he normally ask detainees to get some breakfast first and then come back to get what they need.

The role of a Diversity and / or Safer Community Orderly is a very important role that requires a person who is a role model to others in the way they behave and go about their daily tasks. As you know, there were a number times when you were spoken to regarding your conduct as an orderly and being an orderly requires you to wear your issued top and carry your multi-coloured (multi-wing) ID card. The Safer Community Team has instructed officers not to let orderlies onto a wing other than their own, unless they are wearing their top and carrying multi-wing ID card. In regards to the other issues raised in this section, I was not able to find any evidence to support your claim regarding the officer's conduct and unless you can provide actual evidence that the officer's conduct was as you stated, I am unable to uphold this aspect of your complaint.

Finally you felt unhappy because an after entering B Wing to ask for curtains an officer had, "started being cocky, expressing why am here because they run B Wing properly as if other wings are not being run properly." You then went on to say, "I believe Darren

perception discrimination direct towards detainees is totally unacceptable. In all altercations I have witnessed Darren and other detainees; Darren lacks the ability to diffuse situations" and "I have made numerous attempts to leave the wing on 1/62017, 8:45pm but Darren continued to argue trying to frustrate the situation." As you were speaking to a Manager you explained, "Darren even try to run in making an attempt to come at me aggressive to hit me, I then ask Darren, what do you think I am scared of you, Darren responded saying, he thought I was gonna attack him."

During interview Officer Tomsett explained that he had told you there were no curtains on B Wing and that you should go back to your own wing and ask one of the officers to get you one. He also stated that he went on to say to you that if there were curtains, then these would be for B Wing detainees and he wondered why you would go all the way to B Wing, when you could have gone to the wing next yours or ask the officers. Officer Tomsett explained he treats everyone with respect and dignity, just how he would like to be treated. He stated that he believes he is pretty good at diffusing situations and he does not have any issues with any nationality or race; he deals with everybody the best he can.

In regards to the code of conduct, Officer Tomsett stated he is aware of the Gatwick Immigration Removal Centre Code of Conduct, however he is not sure of which you are referring to and believes he does follow the Gatwick Immigration Removal Centre Code of Conduct. He explained that he deals with different people from different cultures every day and has no issues, however he felt the complaint was only written after he had given you a warning.

He explained that when he came towards your direction he was only coming to explain to the manager what was happening and you were still irate, so he went back to the office.

There were seven detainees' names on the complaint, two of those were released and one transferred to a different centre, but I did speak to three who remained; one of whom stated that he had not really had any issues with the officer in question. Another said the only issue he had had was when he went to use the fax machine and was told to use another, he did not have an issue with this but felt the way the officer spoke was not nice and he went on to say he did not he was approachable like the other officers. The other detainee explained that he had observed many issues with the officer; he could not give any specific examples but stated that he would not ask the officer for anything and would rather see a different officer.

Having carefully considered your statement, the officer's statement and those from other detainees, I have been unable to find sufficient evidence to support your claim regarding the officer's conduct. The officer was asked questions on each point raised in your complaint and answered all, with good reasoning, which appeared to be very logical. As before, unless you are able to provide me with actual evidence that the officer's conduct was as you had stated, then I am unable to uphold this final aspect of your complaint.

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.

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

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.

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

Conway Edwards
Race Relations and Diversity Manager
G4S Gatwick IRCs
Brook House
Perimeter Road South
Gatwick
RH6 0PQ
01293 566500

Goulder, Karen

From: Gatwick Enquiries
Sent: 04 July 2017 15:19
To: 'Detention Services Complaints'; Gatwick Enquiries
Cc: [redacted] DPA; IRC Brook House Inbox
Subject: RESPONSE: 131000148600 - [redacted] D381 - NRO Brook House - Unfair Treatment - TD 04/07/17
Attachments: 14.06.17 - [redacted] D381 - (MC) CMS 131000148600 - resp.doc
Importance: High

Hi Kaz,

As mentioned, here is the response for [redacted] D381 due today, which is unsubstantiated. I will post a copy to him.

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

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 - [redacted] 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

Goulder, Karen

From: Haughton, Dan
Sent: 04 July 2017 15:08
To: Goulder, Karen
Subject: Minto Complaint
Attachments: 14.06.17 - [D381] - (MC) CMS 131000148600 - resp.doc
Importance: High

Hi Karen,

This is ok to send.

Regards

Signature

Dan Haughton
Support Services Manager
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd
Brook House Immigration Removal Centre
Perimeter Road South
Gatwick Airport
West Sussex
RH6 0PQ

Tel: [DPA]

Tel: [DPA]

Email: [DPA]

www.g4s.com

Official | Official - Sensitive | Secret | Top Secret

From: Conway Edwards
Sent: 30 June 2017 17:31
To: Stewart Povey; Haughton, Dan
Cc: Goulder, Karen
Subject: RE: [D381] Complaint

Hi Dan,

Please see attached.

Kind Regards

Conway Edwards
Race Relations & Diversity Manager
Gatwick IRCs
Custodial & Detention Services
G4S Care & Justice Services (UK) Limited

Phone: [DPA]

Mobile:

Email: [DPA] or [DPA]

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SAFETY, SECURITY AND
SERVICE EXCELLENCE

WE CHOOSE TO SUPPORT
INNOVATION AND
TEAMWORK

From: Stewart Povey
Sent: 30 June 2017 07:35
To: Conway Edwards
Cc: Goulder, Karen; Haughton, Dan
Subject: D381 Complaint

Hello Conway

As I am away on a course please could you send your complaint response to Dan Haughton and copy me in please. I believe it is due today.

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:
Email:

Goulder, Karen

From: Goulder, Karen
Sent: 31 July 2017 15:47
To: Conway Edwards
Subject: RE: Evidence / CCTV

Importance: High

Hi Conway,

I wondered if I can have your evidence for this as soon as possible as Dan needs to quality assure the file but I have nothing for **D381** and I am still awaiting the CCTV for **D476** too please?

Cheers

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: Goulder, Karen
Sent: 11 July 2017 11:34
To: Conway Edwards
Subject: RE: Evidence / CCTV

No problem Conway,

That will be great

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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SERVICE EXCELLENCE

We achieve this through
INNOVATION AND
TEAMWORK

From: Conway Edwards
Sent: 11 July 2017 11:26
To: Goulder, Karen
Subject: RE: Evidence / CCTV

Nice, I will try and come down today, if I don't get to, it will be tomorrow morning.

From: Goulder, Karen
Sent: 11 July 2017 11:20
To: Conway Edwards
Subject: RE: Evidence / CCTV

Hi Conway,

That's fine I can wait until you are next at Brook. I will need a copy of the CCTV for **D476** for our evidence file, so if you can arrange that, that would be great.

Thanks Conway

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: Conway Edwards
Sent: 11 July 2017 10:05
To: Goulder, Karen
Subject: RE: Evidence / CCTV

Hi Karen,

I do have the evidence at Brook, I am at Tinsley Today. The CCTV was burned by Juls for his investigation which he said I could have a copy of if needed.

From: Goulder, Karen
Sent: 11 July 2017 09:51
To: Conway Edwards
Subject: FW: Evidence / CCTV

Hi Conway,

Just wondered if you have that evidence/CCTV for me please for the two complaints?

Cheers

Karen

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

Phone:

Email: or

www.g4s.com/uk

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From: Goulder, Karen
Sent: 06 July 2017 14:16
To: Conway Edwards
Subject: Evidence / CCTV

Hi Conway,

I hope you are well?

I just wondered if you have the CCTV for "

Many thanks as always

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services

G4S Care and Justice Services (UK) Ltd

Phone:

Email: or

www.g4s.com/uk

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