

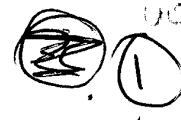
For Official Use Only

Unique Reference Number:

Case Owner Team:

Date Complaint Received: 29/06/17

CCL2



Family Name:

D87

First Name(s):

D87

Date of Birth:

DPA

Nationality:

Nigerian

CID Reference Number:

HO Reference Number:

NOMIS Number: Port Ref 999023

Current Location (IRC or STHF name, other):

Brook House (IRC)

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

D wing Court Yard

Contact details – email address and mobile telephone number:

DPA

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

If 'Yes', to whom did you speak? Michael Brown and other staff members

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.

- 24.If your complaint is about healthcare delivered in a detention facility in Scotland or Northern Ireland, details of how to escalate your complaint will be provided with your response.

Other types of complaints

National Health Services (England, Scotland and Northern Ireland)

- 25.If your complaint is about external medical treatment that you received in a National Health Service facility (England, Scotland and Northern Ireland) and not in detention (for example a hospital) you should contact the Health Care Provider where you attended. If you place such a complaint in the yellow Home Office Immigration Enforcement complaints box this will be forwarded on your behalf to the relevant external health care provider. If the external medical treatment you are complaining about was received in Scotland or Northern Ireland different Ombudsmen are responsible for escalating your complaint to if you are not satisfied with the response. You should be made aware of these in the response to your complaint and are Scottish Public Services Ombudsman and the Northern Ireland Public Services Ombudsman.

The Police

- 26.If your complaint is regarding the conduct of police officers you should contact the police force responsible for the geographical location of where the incident took place. The Independent Police Complaints Commission website gives details of how to make a complaint. Selecting the appropriate police force will take you directly to the **complaints** section of the force's website <https://www.ipcc.gov.uk/complaints>

Other parts of the Home Office

- 27.Please note that if your complaint is for another business area of the Home Office we will ensure that your complaint is forwarded to the relevant department to investigate.

Complaints from children

- 28.We will investigate all complaints submitted by children as seriously as we would a complaint submitted by an adult. Alternative complaint forms are available for children in all facilities where children may be held.

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) This is about an informal allegation made against me by a member of Staff, in Brook House (IRC). She has reported that I said that I would take a member of Staff hostage. This allegation is false and unfounded. As I have got 3 witnesses who were present, when we were on a conversation with a RAPI Staff. whom I asked if she educated members of Staff about Spice addicts and their behaviour. I added that is important for the Staff to no signs of drug users. for their safety. Because of what I have witness with

Signature:

Date:

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

P.to .

My own eyes.

Unexpectedly this woman from RAPT.
Hed now gone to the Security of Brook
house TRC. to Report That I personally
said that I will take a member of
Staff. hostage.

The Only manager Michael Brown -
who has in the past Segnated me from
association for no' Reason, happened to
be the same manager who authorisised for
me to be removed from association (Rule 4)
without any evidence of such serious
allegations. at about 17.30 on the 27/06/11
After a review the next day. Michael Brown
again authorises for me to further be removed
from association (Rule 40). Without being told that
there is a collusion, it is obvious that
Michael Brown is out to get me.
Reason best know to her. to get me to another (D.C.)
she threaten to move
All leaves questions ???

Signature

D87

Date 01/07/17.

CCD

Family Name: D87	First Name(s): D87 (2)
Date of Birth: DPA	Nationality: <i>Nigerian</i>
CID Reference Number: HO Reference Number: NOMIS Number: <i>Prot Ref 999023</i>	Current Location (IRC or STHF name, other): <i>Book house (IRC)</i>
Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): <i>In a Prison in a Detention Centre.</i>	
Contact details – email address and mobile telephone number: DPA	

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

If 'Yes', to whom did you speak? *Other members of staff.*

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 the response, unless marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) responsible for the facility you are detained in 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) This Report is about
a mecheal Brown (Acting Director G4S) security det.
After an Obvious allegation made by Mecheal Brown
whom I have never had an argument with.
Authorising for me to be imprisoned in a detention
Centre for 48 hrs. On (Rule 40). Without no evidence
of Crime or offence. further more she has
still authorise for me to be Segregated from
the rest of the Detention Centre. without a
Charge. There is now evidence that there is
a Collusion with Mecheal and some members
of her Staff. for someone in her position it is
disgraceful and unacceptable. I Challenged Mecheal
Brown to Contact the police and she had nothing
to say about that. After what would appear to be
a punishment, without no lawful grounds and no
Charge. This G4S group has decided to take
Laws into there hands to impose punishment with Charge
or trial

Signature:

Signature

Date: (12.32) 30.06.2017

PLACE THE COMPLETED FORM IN THE YELLOW IMMIGRATION
ENFORCEMENT COMPLAINTS BOX

N.B.

She authorise for me to be kept in prison cell without
Shower, food and representation. This is an abuse of
authorithy and she has to be Sixed before she
Causes more damage to GAS and also danger
her own staff, because of her reckless Sence
of Judgement.

Thank

D87

D87

Signature

(3)

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Unique Reference Number:

Case Owner Team: CCL2

Date Complaint Received: 3/7/17

(3)

Family Name: D87	First Name(s): D87
Date of Birth: DPA	Nationality: Nigerian
CID Reference Number: HO Reference Number: 0166645 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):	
Contact details – email address and mobile telephone number: DPA	

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)

P. 4 - 0
Re - event of the 27/06/2017
find the hand written
about Michael Brown - Report

Signature: **Signature**

Date: 02/07/2017

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

Continuation of a report about The Head Security of
G4S Brook House (IRC) / Detention Centre.

MECHEAL BROWN:

Mechael Brown Claims to be on top of the Security
of G4S Brook house. IRC / Detention Centre, for
the maintenance of good order, Safety and Security of the
Centre. Yet Brook house is Drug Infested i.e. Spice.
Which is a major Contributing factor of Violence and
bad behaviour of the Detainees in this Centre.
She is more focused on Boosting about her position
in the Company, and picking on people she may
not like, using every avenue of her power and
authority to impose punishment to her victims. i.e.

D87

Mechael Brown. Subsequently abused her Authority over
me in the past since I have been in this Detention
Centre, and has Continued to do so, even after
I have questioned her Authority to do so. She
reviewed me on the 02/07/2017. After I have
been placed on (CSU) Closed Security unit.
for more than 4 days. She has Continued to lay
accusation against me, which are unfounded. I have
asked to explain and pinpoint on what she
kept saying about Threats from me to members
of Staff of G4S, and she has been unable
to Clarify her Self. which I find very disturbing
P.T.N

On that Review I asked if she ever mentioned that she was concerned because like she said "that I am very big and look intimidating" which she denied.

Then I asked her if she had met me before and she answered yes. When I further said if she can explain how we meet:

"She said that she met ^{me} once when I was collecting names of Detainees who had British born children. and she advised me not to be doing that because it might be deemed as ^{insightful}. when I said could that be the reason why you are picking on me and she replied "No". that there are ~~so~~ many reasons, but refuse to tell me specific.

I asked her about her sense of judgement. when she gets information, why does she deal with it in a biased way, she denied that she is not biased, she became angry and stormed off the unit where she had authorised for me to be placed again for another 24 hours. without genuine concerns about security, because she has ~~primarily~~ set out to deal with me, with her little power that she possesses in G4S Brook house (IRC). I have made my solicitors aware of all of this that is happening with me.

To whom it may concern, Her position is now untenable, as it is clear that she is a liar
D.L.

and also genuinely poses risk to the
Security of this Centre. G4S. Brookhouse
IRC / Detention Centre. If actions are not taken now.
You leave to Regret having her as head of Security.

Yours Sincerely

D87

Signature



AUTHORISATION OF 10% OF COMPLAINT CONCLUSION LETTERS

Surname: D87	First Name: D87
Date of Birth: DPA	Nationality: <i>Nigeria</i>
Reference Number: <i>CMS 131000151264</i>	Location: <i>Brach</i>
Date Checked: <i>27/11/18</i>	Month of Complaint: <i>July 17</i>

By Steve Skitt

COMMENTS

*Investigated internally ~ by Psu.
Response answers concerns raised
No concerns.*

Checked By: *Huon*

Signature:

Signature

Goulder, Karen

From: Goulder, Karen
Sent: 13 April 2018 14:52
To: Stephen Skitt
Cc: Haughton, Dan; Lee Hanford
Subject: FW: 05.07.17 - [REDACTED] - (MC) CMS 131000151264 - 10% audit check (DH)
Attachments: doc13365720180413075826.pdf

Hi Steve,

For your information - please find attached feedback from Dan following his 10% audit check on complaints.

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

If sending an email containing OFFICIAL / OFFICIAL SENSITIVE information, please use the secure email account listed above

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

From: [REDACTED] **DPA**
Sent: 13 April 2018 08:59
To: Goulder, Karen
Subject: 05.07.17 [REDACTED] **D87** (MC) CMS 131000151264 - 10% audit check (DH)

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



Brook House
Date 26th July 2017

D87

DPA

Dear **D87**,

Complaint Reference Number: CMS 131000151264

Thank you for your complaints dated 29/06/17, 01/07/17 and 03/07/17 July concerning the Head of Security - Michelle Brown at Gatwick Immigration Removal Centres, in which you alleged that she is victimising you and was instrumental in you being placed on Removal from Association (Rule 40) at Brook House. I am also aware that elements of your complaints which you submitted are also being investigated by the Home Office Professional Standards Unit and Sussex Police. This investigation relates to threats to staff at Brook House made by you. 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 carrying out interviews with yourself, the Head of Security - Michelle Brown, the substance misuse worker you highlighted, along with reviewing information and intelligence that we hold on you. I have attempted to establish the witnesses you informed me of, but the details you gave me were vague and I could not establish who they were.

Your complaints contained one main theme which has been investigated, which was that you alleged that Michelle Brown Head of Security Gatwick IRCs, who is the Head of Security here, was victimising you and was instrumental in you being placed onto Rule 40.

Since your arrival at Brook House there are a considerable number of reports and intelligence of inappropriate behaviour displayed by yourself, including threats to staff and the Home Office. There appears to be a disregard for our centre rules, also an incident that occurred in our Healthcare department where, after being verbally challenging and abusive to Healthcare staff, you picked up a set of scales and threw them around the room this behaviour is unacceptable and behaviour that is not tolerated at Brook House.

On the 27/06/17 you were spoken to by your wing manager and he highlighted his concerns to you about your behaviour and he was concerned of its escalation whilst on the wing in an attempt to make you aware of this. Later on in the day you were talking with a member of the substance misuse team, highlighting your concerns about the lack

of responses you had received from the Home Office to your requests, and stated you would take a member of staff hostage at Brook House to make the Home Office aware of your concerns to force a response from them.

Based on this information and your previous behaviour, given the fact your wing manager had a discussion with you earlier that day to try and make you aware that your behaviour was unacceptable, a decision was made by the Duty Director of the day Michelle Brown, to place you on Rule 40 for the safety of staff and the security of the centre.

You were removed from Rule 40 on the morning of the 29/06/17 and moved onto Eden Wing given a change in your behaviour. However, on the 30/06/17 a number of threats were made by yourself to staff within the centre and your behaviour had become one of concern, for their safety and the security of the centre you were placed back on Rule 40, where you remained until your transfer to HMP Wormwood Scrubs. You were, as you know reviewed every day and a carefully planned regime was put into place for you to meet all your needs. Whilst you were on Rule 40 and on a continuous watch you continued to make threats towards staff in the centre. Some of these threats were aimed at the Head of Security, Michelle Brown and were quite specific in these threats to her.

The Duty Director, who was Michelle Brown on that day 27/06/17, made the decision to place you onto Rule 40 based on the evidence she was presented with at the time, and if I had been on duty that day, I would have come to the same conclusion. Her actions were not in any way to victimise you, but were as a result of your own behaviour which you had displayed whilst at Brook House, which was inappropriate. I am aware, from my conversations with you that you did not agree with this, but the facts of the reasons you ended up on Rule 40 had a factual timeline, which I used in my investigation. When you were placed back into Rule 40 on the 30/06/17 this decision was made by a different Duty Director and again a decision based on the facts they were presented with as a result of your actions and threats.

Having carefully reviewed the evidence I have obtained during this investigation, I have concluded that I am unable to uphold your complaint. Your behaviour over a period of time had escalated to an unacceptable level and you had been advised of this by your wing manager, but you still continued to make threats to take a hostage here. They were not a result of actions you believe to have been instigated over a period of time by our Head of Security Michelle Brown who you have alleged was victimising you.

All detainees who are on continued Rule 40 are always agreed by Home Office managers, not ourselves (G4S), and in your case, and with others, they agreed to your continued segregation within Detention Centre Rules and the Detention Services Order Removal from Association, Detention Centre Rule 40.

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.

DD on 30/6 was
Sara. Auth by
Steve too

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

Steve Skitt
Deputy Director Gatwick IRCs & Head of Brook House
G4S
Brook House
Perimeter Road South
Gatwick
RH6 0PQ

DPA