

Rec 23/4/17

due 16/5/17
(23/5/17)

MS 131000114717

(MC - U. for Treatment)

ONE
(S. B. M.
answer)

B. 1011

B. 1011

For Official Use Only

Unique Reference Number:

Case Owner Team:

Date Complaint Received: 23/04/17.

CCD 19.

Family Name:

D119

First Name(s):

D119

Date of Birth:

DPA

Nationality:

SOMALIA

CID Reference Number: 1308912

Current Location (IRC or STHF name, other):

HO Reference Number: 51413990

Brook House.

NOMIS Number:

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

D 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?

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)

OVER the past 3 day i have been going throw intence Harassment from g4g staff i am a wing cleaner i dont get let out to do my job then get told i have not done anywork "UNACCEPTABLE". Then last night i was surround by a group of about 7 to 8 officers and arbitised for approximately 10 minutes they laughed at me and called me "dumb" and "stupid" and said i will get locked up, and were going home to our families that set me off as you can imagine i am fighting for my life and miss my family intently i have been incarcerated for 4 years and having some thing like that is unacceptable from professionals

Signature:

Date: 22/4/17

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX



Brook House
Date: 21st May 2017

Mr. [D119]
Room 215a
Arun Wing
Brook House IRC

Dear Mr. [D119]

Complaint Reference Number: CMS 131000144917

Thank you for your complaint dated 22nd April 2017 concerning alleged harassment that you have experienced from G4S staff. 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 interviewing G4S employees and residents, viewing CCTV footage and examining records of reports.

Your complaint referenced the treatment you had received from officers over a three day period. The main issues included when you were spoken to about your level of cleaning and that you felt that staff antagonised you and called you names on the 21st April 2017. I can confirm these issues have been investigated.

Firstly, you felt unhappy that you did not get let out to conduct your cleaning but was then spoken to regarding this. As you are aware, detainees are let out in the evening to perform some cleaning duties, however, in the event that night time cleaning cannot be accommodated, then the cleaning must be completed during the day. This cleaning must be to an acceptable standard, for Health and Safety, auditing and decency purposes. Should the required standard not be met, then DCO's working the Unit are encouraged to challenge the standard and request that the duty is repeated. In view of this, this aspect of your complaint is not substantiated.

I have investigated the second aspect of your complaint regarding the conduct of G4S officers. Following an internal G4S investigation, I have carefully reviewed the evidence I have obtained during this and I have concluded that I am upholding this aspect your complaint. This is because of independent witnesses, including other detainees and officers, verifying your account.

I acknowledge that the actions of a member of staff have caused you distress and I would like to offer my apologies for this and I hope to help prevent a recurrence. I would also like to reassure you that we do take complaints seriously with a view to learn from them and constantly improve the service we provide.

G4S expect staff to be polite and professional at all times and as a result takes expression of dissatisfaction seriously. This matter is now being dealt with as a formal investigation under the G4S Code of Conduct and supporting HR policies.

In conclusion, I am partially upholding your complaint and 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.

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

p.p.
A dashed rectangular box containing the word "SIGNATURE" in capital letters.

Michelle Brown
Head of Safeguarding
G4S Gatwick IRCs
Brook House
Perimeter Road South
Gatwick
RH6 0PQ

A dashed rectangular box containing the letters "DPA" in bold capital letters.

Goulder, Karen

From: Gatwick Enquiries
Sent: 22 May 2017 15:03
To: 'Detention Services Complaints'
Cc: IRC Brook House Inbox; 'chair.brookhouse@brookhouse.cjsm.net'
Subject: RESPONSE: 131000144917 Unfair treatment - [D119] - TD 23/05/17
Attachments: 25.04.17 [D119] (MC) CMS 131000144917 - resp.doc

Hi Kaz,

Here is the response for Mr [D119] which is partially upheld.

Kind regards

Kaz

Karen Goulder
Administrator – Gatwick IRCs
Custodial & 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]
www.g4s.com

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

From: Detention Services Complaints [<mailto:DETSECOM@homeoffice.gsi.gov.uk>]
Sent: 25 April 2017 08:56
To: Gatwick Enquiries
Cc: IRC Brook House Inbox; 'chair.brookhouse@brookhouse.cjsm.net'
Subject: 131000144917 Unfair treatment - [D119] - TD 23/05/17

Hi Kaz

The attached complaint has been referred back from PSU,

Please investigate,

Regards

Kaz

Karen Howland

Detention Services CSU - Returns
Immigration Enforcement
Home Office

2nd Floor Bedford Point
34 - 35 Dingwall Rd
Croydon CR9 2EF

Tel: [DPA]

Email: [DPA]

Awaiting evidence from
UB



Auth B4
S. SKITT

Complaints Evidence Checklist

<u>Complainant's Name:</u> D119	<u>Complaint Reference No:</u> CHS 131000144917
<u>Evidence Detailed In Response To Be Submitted</u> <u>(Where Applicable):</u>	<u>Enclosed - Yes / No:</u> <u>(if No then why not?)</u>
Interview Notes / Statements - Staff	Yes / No
Interview Notes / Statements - Complainant	Yes / No
Interview Notes / Statements - Witnesses	Yes / No
Copies of Paperwork / Documents Checked (PER, Arrival/Exit Papers, Property Records, DAT info, SIR, IR, UOF etc)	Yes / No (Please give details)
CCTV / Body Camera Footage (2 copies required if for PSU investigation)	Yes / No
Original signed Withdrawal Declaration Form (if applicable)	Yes / No
Copies of Relevant Policies / Procedures / Books (which have been referenced to)	Yes / No (Please give details)
Any Other Evidence Related to Complaint (which helped to form the response)	Yes / No (Please give details)

Checked By: M. Brown

Signature:

DPA

K. Gault



Am ~~Arjun~~ Hally with (72) (72)

SIGNATURE

Brook House
Date: 21st May 2017

Mr: **D119**
Room 215a
Arun Wing
Brook House IRC

Dear Mr: **D119**

Complaint Reference Number: CMS 131000144917

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

Yours sincerely

SIGNATURE

p.p

Michelle Brown
Head of Safeguarding
G4S Gatwick IRCs
Brook House
Perimeter Road South
Gatwick
RH6 0PQ

DPA

Goulder, Karen

From: Brown, Michelle
Sent: 21 May 2017 11:38
To: Stephen Skitt
Cc: Goulder, Karen
Subject: ~ Upheld (SUB) Response Template 21/05/17

Follow Up Flag: Follow up
Flag Status: Flagged

Steve,

Please find attached response to [REDACTED] complaint – one part is unsubstantiated, however, more importantly, the 2nd part about officers, has been upheld.

Are you happy for this response? We will also need to declare points for this.....

Kind Regards,



~ Upheld (SUB)
Response Templa...

Michelle



Our Ref: CMS 131000144917

Mr [D119]
Room 011a
E Wing
Brook House

**Brook House
Immigration Removal Centre**

Perimeter Road South
Gatwick Airport RH6 0PQ
England

Tel: [DPA]
Fax: [DPA]

25th April 2017

Dear Mr [D119]

Complaint Reference Number: CMS 131000144917

I am writing to inform you that we have received your complaint dated 22nd April 2017 which we have been allocated today.

I am arranging for the issues you have raised to be investigated our Head of Safeguarding Manager - Michelle Brown, and we will aim to complete our investigation by the 23rd of May 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

CJS001594_0010

Goulder, Karen

From: Gatwick Enquiries
Sent: 25 April 2017 15:39
To: 'Detention Services Complaints'
Subject: ACK: 131000144917 Unfair treatment - [D119] TD 23/05/17
Attachments: 25.04.17 [D119] - (MC) CMS 131000144917 - ack.doc
Importance: High

Hi Kaz,

Here is the acknowledgment for Mr [D119]

Kind regards

Kaz

Karen Goulder
Administrator – Gatwick IRCs
Custodial & 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]
www.g4s.com

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

From: Detention Services Complaints [<mailto:DETSECOM@homeoffice.gsi.gov.uk>]
Sent: 25 April 2017 08:56
To: Gatwick Enquiries
Cc: IRC Brook House Inbox; 'chair.brookhouse@brookhouse.cjsm.net'
Subject: 131000144917 Unfair treatment - [D119] TD 23/05/17

Hi Kaz

The attached complaint has been referred back from PSU,

Please investigate,

Regards

Kaz

Karen Howland

Detention Services CSU - Returns
Immigration Enforcement
Home Office

2nd Floor Bedford Point
34 - 35 Dingwall Rd
Croydon CR9 2EF

Tel: [DPA]

Email: [DPA]

www.homeoffice.gov.uk

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

From: Detention Services Complaints

Sent: 24 April 2017 08:23

To: 'Gatwick Enquiries'

Cc: IRC Brook House Inbox

Subject: 131000144917; [D119] - 1308912 Complaint

Dear colleagues

FYI the attached complaint has been referred to PSU.

Regards

Kaz

Karen Howland

Operational Support and Guidance

Immigration Enforcement - Detention and Escorting Services Directorate Home Office 2nd Floor, Bedford Point, 35
Dingwall Road, Croydon, CR9 2EF Tel [DPA]

Email: [DPA]

www.homeoffice.gov.uk

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

From: Patel Heenaxi

Sent: 23 April 2017 12:51

To: Detention Services Complaints; 'Jackie Colbran'

Cc: 'Goulder, Karen'

Subject: FW: [D119] - 1308912 Complaint

Dear all

See the attached.

Thanks

Regards,

Heenaxi Patel

Immigration Enforcement

Brook House IRC, Perimeter Road South, Gatwick , RH6 0PE

Tel: [DPA]
Fax: [DPA]

This email and any files transmitted with it are private and intended solely for the use of the individual or entity to whom they are addressed.

If you have received this email in error please return it to the address it came from telling them it is not for you and then delete it from your system.

This email message has been swept for computer viruses.

Goulder, Karen

From: Gatwick Enquiries
Sent: 25 April 2017 12:55
To: Brown, Michelle
Cc: Stephen Skitt; Saunders, Ben
Subject: FW: 131000144917 Unfair treatment - [D119] - TD 23/05/17
Attachments: [D119] - 1308912 Complaint.pdf; ~ Upheld (SUB) Response Template (updated 27.10.15).doc; ~ Not Upheld (UNSUB) Response Template (updated 27.10.15).doc; ~ Partially Upheld (PARTLY SUB) Response Template (updated 27.10.15).doc; 12.04.17 - [D720] - (DS) CMS 131000144150 - complaint.pdf

Importance: High

Hi Michelle,

As thought, this has come back to us for investigation from PSU. This is linked to the complaints from Mr [D720] who asked to withdraw his, so Steve Dix got a signed withdrawal from him yesterday and I have asked him to do a little response to Mr [D720] to that effect, but stating that his issues are being looked at separately. I have attached Mr [D720]'s complaints for your info too.

I know you are already looking into this, but please would you be kind enough to send a response to Steve for his approval by say the 16th of May? I have attached the usual templates we use, but if you prefer to send a letter format, that is totally up to you.

Many thanks

Kaz

Karen Goulder
Administrator – Gatwick IRCs
Custodial & 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]
www.g4s.com

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

From: Detention Services Complaints [mailto:DETSECOM@homeoffice.gsi.gov.uk]
Sent: 25 April 2017 08:56
To: Gatwick Enquiries
Cc: IRC Brook House Inbox; 'chair.brookhouse@brookhouse.cjsm.net'
Subject: 131000144917 Unfair treatment - [D119] - TD 23/05/17

Hi Kaz

The attached complaint has been referred back from PSU,

Please investigate,

Regards

Kaz

Karen Howland

Detention Services CSU - Returns
Immigration Enforcement

Home Office

2nd Floor Bedford Point
34 - 35 Dingwall Rd
Croydon CR9 2EF

Tel: **DPA**

Email: **DPA**

www.homeoffice.gov.uk

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

From: Detention Services Complaints

Sent: 24 April 2017 08:23

To: 'Gatwick Enquiries'

Cc: IRC Brook House Inbox

Subject: 131000144917: **D119** - 1308912 Complaint

Dear colleagues

FYI the attached complaint has been referred to PSU,

Regards

Kaz

Karen Howland

Operational Support and Guidance

Immigration Enforcement - Detention and Escorting Services Directorate Home Office 2nd Floor, Bedford Point, 35
Dingwall Road, Croydon, CR9 2EF Tel: **DPA**

Email: **DPA**

www.homeoffice.gov.uk

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

From: Patel Heenaxi

Sent: 23 April 2017 12:51

To: Detention Services Complaints; 'Jackie Colbran'

Cc: 'Goulder, Karen'

Subject: FW: **D119** - 1308912 Complaint

Dear all

See the attached.

Thanks

Regards,

Heenaxi Patel

Immigration Enforcement

Brook House IRC, Perimeter Road South, Gatwick, RH6 0PE

Tel: **DPA**
Fax: