

## Goulder, Karen

**From:** Goulder, Karen  
**Sent:** 25 September 2017 18:37  
**To:** Lee Hanford  
**Subject:** FW: Complaint [REDACTED] D1538  
**Attachments:** 23.08.17 - Duncan Lewis Solicitors [REDACTED] D1538 (MC) CMS 131000156351 - complaint.pdf; 23.08.17 - Duncan Lewis Solicitors [REDACTED] D1538 (MC) CMS 131000156351 - letter No2 (22.09.17).pdf; Complaint Response [REDACTED] D1538 14 09 17.doc

**Importance:** High

Hi Lee,

Apologies, but I was not sure who to send this to.

This complaint from Duncan Lewis Solicitors was due on the 20<sup>th</sup> and Conway was looking into it. He sent the attached response to Stewart for quality assurance checking (and myself) whilst I was away, but I understand that Stewart has been off too.

I do not think it has been sent anywhere-else for approval which is a little frustrating as it is now technically late.

I am going to do an interim letter to the Solicitor just saying that the investigation has been completed and the response is being quality assured, so as to keep them happy as they sent a chaser fax on Friday (attached).

I am sorry to ask, but I wondered who you would suggest I send it to for approving? Usually Conway's responses do need tweaking as his grammar is not too good (he types as he speaks!) which I am always happy to do, but having quickly looked at this, I am really worried as he has used people's statements as part of the response, which I specifically told people not to do (when I sent my email which I have just sent to you, at the beginning of the month).

Sorry and thanks

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:** Conway Edwards  
**Sent:** 14 September 2017 20:36  
**To:** Goulder, Karen  
**Cc:** Stewart Povey  
**Subject:** Complaint [REDACTED] D1538

Hi Karen,

Please see attached complaint response.

Kind Regards

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

Phone: **DPA** ext. **DPA**  
Mobile:

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