



D643

Sensitive/irrelevant

Brook House

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23<sup>rd</sup> April 2018

Dear D643

Further to our meeting on the 28<sup>th</sup> of March 2018 when, during a Rule 40 review, you raised concerns with myself and Simon Murrell (the Home Office representative present) regarding you being unhappy with the level of force used on you by staff here.

It was agreed during that Rule 40 review that I would review footage and I offered for you to make a formal complaint if you wished.

To date, we have not received anything in writing from you, but I wanted to reassure you that I have viewed the footage of the use of force on you, and so has our Use of Force Coordinator. I can confirm from the footage that the supervising Detainee Custody Manager (DCM) informed you what would happen if you did not walk down by yourself and that you were given chances throughout the use of force to walk, but you did not communicate. To ensure the use of force was controlled in a safe manner, the team were rotated so staff did not get fatigued and it was felt by our use of force coordinator that the supervising DCM ran the use of force well, speaking to you and checking that you were ok and we had healthcare there checking on you too.

The opinion from both our Use of Force Coordinator and I is that the use of force was necessary, reasonable, and proportionate and that no more force than necessary was used. Any use of force is always a last resort and it was felt that in the circumstances, due to your non-compliance, there was no other alternative. I have also taken the liberty of sharing these findings with Simon Murrell too.

If you would like to raise a formal written complaint, you are welcome to do so and I have enclosed a copy of the Home Office complaints form (called a DCF9 form) for you to complete, which can then be placed in the yellow complaints box on the wing (near the wing office).

Yours sincerely,

Mark Demian  
Head of Residential  
Brook House IRC  
G4S Custodial & Detention Services  
Central Government Services