



Brook House
Date 26th July 2017

D87

DPA

Dear Mr **D87**

Complaint Reference Number: CMS 131000151264

Thank you for your complaints dated 29th June, 1st July and 3rd 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 27th June 2017 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 29th June and moved onto Eden Wing given a change in your behaviour. However, on the 30th June 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 27/6/17, 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 29/07/17 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.

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
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DPA