



Brook House
Date 17/05/2017

D1167

DPA

Dear **D1167**

Complaint Reference Number: CMS 131000145741

Thank you for your complaint dated the 29th of April 2017 concerning several issues you have encountered whilst at Brook House. 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 me speaking to staff and also looking on our system and at our records for information on you.

Your complaint contained three main issues which I have investigated. You also wrote about Healthcare not giving you your medication, and for this aspect of complaint, our Healthcare team will respond to you separately due to medical in confidence.

The first aspect of your complaint that I looked into was regarding you not having had breakfast because you were sleeping through, but at lunchtime no-one came to wake you, so by the time you woke up lunch had finished and you were told it was too late.

It is each person's own responsibility for them to attend the servery if they want to collect their meal. If someone does not attend the servery, then staff may go to look for them in their room, but if they are found to be sleeping, then it is not down to staff to wake them, they would leave them to sleep.

For this reason, I would not be able to uphold this aspect of your complaint.

The next part of your complaint that I investigated was regarding you saying you had not been given a duvet cover or pillowcase and that when you had asked for them, you had been told "we are short of them".

I checked our in-house system which we log information for people on. It details when people arrive what they are given and we are able to monitor people's property and observations on the system. When I looked up your details, I noted that you arrived with us on the 25th of April and it had noted on it that you had been supplied with a bedding pack. This bedding pack consists of one towel, one pillowcase and one bed sheet duvet cover.

Therefore I conclude that I am unable to uphold this element of your complaint.

Lastly, you said that a male member of staff had a very bad attitude and you felt he did not like you and was very rude.

With regards to this, as you did not supply details of which officer this may have related to, or when or where he was rude to you, I was not able to find out who you meant as there are a number of staff who work on the wings. I spoke with a female officer who stated that on the 30th of April you went to the wing office stating you had no pillow or duvet and she said that she would source you clean ones by the end of the day, which she supplied you with. She did not mention any issues with people being rude to you and there were no observations made on our system to say you had been unhappy with anyone. We would always ask that if someone has an issue with a member of staff's attitude, they report it to a manager as soon as possible, so the issue can be resolved straight away as sometimes it can be a case of being a misunderstanding or a miscommunication.

From reviewing this evidence, I would not be able to substantiate this last part of your complaint.

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

p.p.

S Farrell
Detainee Custody Manager
G4S Gatwick IRCs
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DPA