



Brook House
Date: 21/08/2017

D119

Room 215a
A Wing
Brook House

Dear D119,

Complaint Reference Number: CMS 131000153626

Thank you for your complaint dated the 23rd of July 2017 treatment you received from an officer 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 speaking to the staff involved and reviewing security reports.

Your complaint contained one main issue which has been investigated.

You felt unhappy that a particular officer did not let you out to complete your cleaning duties on 2 separate occasions and was rude to you.

You stated that on the 21st of July Detainee Custody Officer T. Evans did not let you out of your room at lunchtime for cleaning duties and that she was rude to you, slamming the door which just missed your face. Then on the 23rd of July, she again refused to let you out, even though she let others out, and when you used the room call system to ring the office, she answered and called you a "knob head" then hung up.

After receiving your complaint I went to speak to the officer in question and Detainee Custody Manager S. Dix who you mentioned, to discuss the incident further. I also reviewed security reports submitted at the time by the officer regarding the events of that day.

The Deputy Director and Head of Brook House, Steve Skitt, has commissioned a separate internal investigation to be completed under the company disciplinary procedures and I can confirm at this point, that concerns have been identified.

The internal investigation is still on going at present, but Mr Skitt has confirmed that he will advise the Home Office with the full outcome from this investigation.

At this point I can confirm that your complaint will be upheld due to you not being allowed out of your room to carry out your cleaning duties. I would also like to apologise for the behaviour displayed by the member of staff in question and I can assure you that we do not condone bad behaviour from residents or staff and this is what the ongoing internal investigation is looking into further.

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

Signature

p.p.

C Donnelly
Detainee Custody Manager
G4S Gatwick IRCs
Brook House
Perimeter Road South
Gatwick
RH6 0PQ

DPA