



Brook House  
Date 21/08/2017

D1240

**DPA**

Dear **D1240**

**Complaint Reference Number: CMS 131000154179**

Thank you for your translated complaint dated the 24<sup>th</sup> of July 2017 concerning you not being given a pillow or painkillers, and not having access to your phone. 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 wing staff who were on duty and looking at your records on our system.

Your complaint contained three main issues which have been investigated.

Firstly, you wrote that since your arrival on the 22<sup>nd</sup> of July, until the day you wrote your complaint on the 24<sup>th</sup> of July, you had not been given a pillow and because of this you had pain in your neck and shoulders.

I checked our in-house system to see what time you arrived and were booked in, so as to ascertain which shift may have been working at that time. I could see that you were booked onto our system at 03:00 in our arrivals reception area and you came onto our Induction Wing at approx. 04:45, which is when you were allocated a bed in room 219. I then checked the rosters to see who had been working during the night on that day and also the officer who was on the wing during the daytime.

I spoke to the member of staff who was on shift during the night when you arrived onto our Induction wing and he said that he did not recall you asking him for a pillow during that night.

I then spoke to the officer who was working on the 23<sup>rd</sup> of July on Beck Wing, where you were residing. She advised she could not recall you requesting a pillow from her, but she said that if someone comes up to her and asks for a pillow, she checks their room and if there isn't a pillow she makes a note of it and gets one during the day. There was no

note in the wing diary for this and normally this is noted in the diary just as a reminder during the day.

I could also see from our records that you refused our Induction Tour on the 23<sup>rd</sup> of July, but that all personal items were issued to you with the exception of a phone charger.

Having carefully reviewed the evidence I have obtained during this investigation, I have concluded that I am unable to uphold this aspect of your complaint as I could find no evidence that you had requested a pillow from any of the staff working during that time.

Secondly, you stated you had asked for painkillers on the night of the 23<sup>rd</sup> but was not given any.

After speaking to Healthcare they said that you had not been issued with any paracetamol but you did see the Doctor for a lump in your neck and the only time that paracetamol started being issued to you was from the 25<sup>th</sup> of July onwards but that was for back and shoulder pain.

Lastly, you mentioned that you have not been allowed access to your phone so you could not contact people, even though you have friends who want to help you, but you are being deprived of this.

Upon receiving your complaint, I checked the property details we had for you on our system and I could see that we have an Iphone detailed as being stored for you. When you arrived it would have been explained to you that certain phones are not permitted into the centre as they are classed as "prohibited items". Prohibited phones include any that have cameras, recording facilities and internet access, thus ensuring the safety and security of all who are at Brook House and the centre itself. I note that you were given a sim card and calling card upon arrival and later on you were given a loan phone to use when one became available.

You would have been given the opportunity to have made a call upon arrival in Detainee Reception and after that, you could have gone to Welfare or the Help Desk (which is run by Detainee Custody Managers) to make a call, or asked to use your sim card in a fellow detainee's phone. It would also have been possible for you to go to the wing office to ask to make a phone call if it was urgent.

Having carefully reviewed this evidence, I am unable to uphold this aspect of your complaint. This is because your phone is deemed to be a prohibited phone here, which you would have been made aware of during the booking-in process when you arrived. At this time, you would also have been given the chance to look at your phone and note down any numbers you needed and at this point you took your sim cards in with you too. There were alternative options available for you to use to make phone calls whilst we arranged for a loan phone, and as soon as one became available, you were issued with one.

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](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  
Brook  
Perimeter Road South  
Gatwick  
RH6 0PQ

**DPA**