



Brook House
Date: 09/08/2017

D642

Room 004a
E Wing
Brook House IRC

Dear D642

Complaint Reference Number: CMS 131000152195

Thank you for your complaint dated the 10th of July 2017 concerning an issue with an officer on Arun Wing. 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 talking with you and the officer that you have mentioned in your complaint.

Your complaint contained one main issue main which has been investigated.

You felt unhappy that an officer had challenged you at the wing door, asking you for your ID card and the reaction the officer gave when you refused to show your card.

All detainees must carry their ID cards on them at all times and can be asked to produce their card by any officer at any time. This information is detailed in the Brook House Information and House Rules for Residents Booklet which all new arrivals are given and you can obtain a further copy from the wing office if you should wish to do so.

During our conversation, you admitted to me that you were rude and not helpful towards the officer when he asked you for your card. You also said that you did not want to take the complaint any further as you had been in a bad place when you wrote it, but you felt better now and did not want to carry on with it. You then chose to sign a withdrawal declaration form (as enclosed).

Having carefully reviewed the evidence I have obtained during this investigation, I have concluded that I am unable to uphold your complaint as you said yourself you had been moody with the officer and it is right that officers can ask to see people's ID cards at any time.

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

p.p

Signature

S Webb
Detainee Custody Manager
G4S Gatwick IRCs
Brook House
Perimeter Road South
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RH6 0PQ

DPA