
From: Amanda King (DESAAT) <[Redacted] DPA >
Sent: 11 January 2022 16:13
To: [Redacted] Name Irrelevant
Subject: Official Sensitive : [Redacted] D668

Good Afternoon [Redacted] Name Irrelevant

The following updates have been made:

Action Point : Email from policy received 08.01.2019 "The current Rule 35 DSO is going to be require amendment when the new IRC Rules come into force (in the next few months) as Rule 35 itself is being changed. That will provide the opportunity to consider any other (wider) changes to the instruction, such as this PSU report is proposing." 08.10.10

Action Taken : The R35 DSO is currently with HOLA for review and expected to be published in the near future.

Action Point : Engagement Officers have regularly contact with detainees and could be utilised as a means of raising detainees' confidence in using the formal complaints process. They could address any concerns / confidence in the system during their direct contact with the detainees as they are meeting with them in any case. Alternatively, the onsite team could organise an awareness rising campaign. Consideration should be taken about whether the name of the Immigration and Enforcement Complaints box should be changed so it is clear it is for complaints about Brook House IRC and not about their immigration matters. Perhaps Independent Detention Complaints – Home Office. 8.10.13

Action Taken : DSO 06/2013 for induction has been updated and was published in September 2021. The Complaint DSO is currently with HOLA for review prior to publication.

Should you require any further information please do not hesitate to contact me.

Kind Regards

Amanda King

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To reduce the size of the illegal population and the harm it causes

From: [Redacted] Name Irrelevant [Redacted] DPA >
Sent: 11 January 2022 14:50
To: Amanda King (DESAAT) <[Redacted] DPA >
Subject:

Hi Amanda

Can I have an update on the following recommendations.

D668	Helen Wilkinson	4 of 6	A Home Office investigation into the circumstances surrounding the complaint allegation by D668 that between 29 June and 27 September 2017 Brook House Immigration Removal Centre (IRC) staff were rude and ignored his complaints regarding other detainees and the toilet facilities are inadequate and lacked privacy.		Article 3 Case	IE - Detention
D668	Helen Wilkinson	5 of 6	A Home Office investigation into the circumstances surrounding the complaint allegation by D668 that between 29 June and 27 September 2017 Brook House Immigration Removal Centre (IRC) staff were rude and ignored his complaints regarding other detainees and the toilet facilities are inadequate and lacked privacy.		Article 3 Case	IE - Detention

Name Irrelevant

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