

DPA

1st March 2017

Dear Ben,

RE: DCM Dave Killick

As you are aware, I have recently returned to work at Brook House after a lengthy suspension period due to an incident between myself and another colleague. It is with great disappointment I am submitting yet another extensive complaint about a member of staff and the offensive behaviour he has recently displayed towards me.

Saturday 25th February 2017

I was detailed to work on B-Wing alongside DCO David Waldock and DCO Anthony Hickson. DCM Dave Killick, who was Oscar 2, came into the office while inductions were being done and sat down behind me and asked, "how was Jamaica?" I responded by telling him it was fantastic to which he replied, "so why did you bother coming back then?" I was taken aback by this comment and turned my head to look at him directly and said, "I didn't want to but unfortunately some of us have work to do and bills to pay." DCM Killick looked down at the table and rolled his eyes and proceeded to go through the paperwork. He said that there were things missing so he will not be signing off anything until it is complete.

All was going quite well on the wing until after lunchtime when we were left with two officers on the wing as DCO Hickson was detailed to work elsewhere for the rest of the day and our third officer had called in sick. I contacted control to query if another officer will be sent to B-Wing because there was a lot of detainee movement from reception and it was becoming difficult to manage the wing efficiently with only two officers. I also asked them to radio Oscar 2 to contact B-Wing as I had been trying to contact him for quite some time but was unsuccessful in doing so. When DCM Killick called the wing, I asked if he could come and sign off detainee paperwork for those who had been inducted that morning and to also sign off the destitute clothing and general request forms. On his arrival, DCM Killick looked at the pile of paperwork and queried if everything had been done. I explained to him that I had gone through each one and completed what I believed he meant was missing and asked him to go through one of them with me to show me exactly what B-Wing staff are supposed to sign as completed before a DCM signs it off completely. DCM Killick did this and highlighted that I had not completed the last page of the induction checklist but other than that, everything was fine. He paid no attention to the pile of request forms and left the office. DCO Waldock was present at the time.

Saturday 26th February 2017

Again I was detailed to work on B-Wing along with DCO David Waldock and DCO Slim Bessaoud. Within less than an hour after unlock, DCO Bessaoud was instructed by control to go to the IT Suite, bringing B-Wing down to only two officers yet again. I asked control if any other officers will be coming and was told they will do their best to locate somebody but at that moment there appeared to be a staff shortage as people had called in sick. I passed the information to DCO Waldock and we both agreed that there would be no detainee movement from B-Wing to any other wing as there was bound to be detainee movement from reception and other jobs to complete with just the two of us (e.g. inductions, care officer reviews, signing off paperwork and fabric checks.)

At approximately 0930 DCM Killick came to B-Wing with DCO Chris Humphries to help him go through the paperwork. DCM Killick looked at the two piles of paperwork and said, "What all these people need inductions?" I responded, "no, those are the ones from yesterday, I've been through them and ticked off what you showed me. This pile is for the inductions needed today." He then started looking through the paperwork and asked, "So what time are you planning on doing inductions today then Shayne?" I then said, "I don't know. Slim is gone, David is off the wing so I don't know when it's gonna happen." Both DCM Killick and DCO Humphries stated in unison that David was standing by the wing door. I stepped around them to go and gather up the detainees who needed inductions and DCM Killick said, "This paperwork still ain't done" and was huffing and puffing while looking through them. I responded by saying "I'm not being funny Dave, there was only two of us yesterday and there's only two of us now so it is possible that one or two may have been missed. I asked you to show me and I've gone through every single file and filled out what you said was missing so how can it not be done?" He defensively responded "I'm not saying it's not done but yeah that's why I've brought Chris up to help." I continued out of the office to begin the inductions and left them to what they were doing in the office because I did not see the significance of DCO Humphries being there as he is a DCO and therefore cannot sign off anything. Later on in the day, reception staff informed me that DCM Killick had been sitting in reception complaining that B-Wing is a mess, no detainees had been moved off the wing all day and also making reference to my perceived negative attitude. DCM Killick was also observed watching football on TV and having multiple cigarette breaks outside of designated break times.

This is the first time I have worked with DCM Killick and the first time he has bothered to engage in any kind of conversation with me since my return to work and to say that I am appalled by his behaviour and lack of professionalism over the weekend is an understatement. I have previously had members of staff, including DCMs, discussing me in a negative way with other people and it is something that needs to stop straight away. Since returning to work in December I have mostly been detailed to work on B-Wing and have managed to have successful days as I have worked alongside experienced B-Wing staff. Working on B-Wing is completely different to working on A, C or D-Wing as it is an induction wing and there is a lot more that needs to be done. Most of what I do know, I have learned by watching and asking those who I have worked with

however this weekend put both myself and DCO Waldock through our paces as we were both unsure of exactly everything that is required to be completed by staff who are working on B-Wing. I made sure to ask for help when needed so I find it very discouraging to know that DCM Killick, somebody who as a manager should be willing to offer help and support, would then turn around and ridicule the work that had been done. Furthermore, I find DCM Killick's behaviour and comments quite disrespectful and what is even more concerning is that he is completely oblivious to how offensive the things he says and does may come across to others. DCM Killick and myself do not have an established work-friendly relationship; meaning that the jokes and banter I may share with other colleagues, I would not necessarily share with him. I am highly offended with him asking me why I bothered to come back from Jamaica because his tone at the time and attitude after making the comment suggests to me that he did not mean it in a comical way and it definitely was not banter. Comments were made in the presence of other staff about my about my attitude. Not once did DCM Killick pull me aside to address any issues or concerns about my attitude across the whole weekend. Therefore it should not have been the topic of discussion with anybody other than myself or any other management, be it a DCM or senior management, for it to be dealt with accordingly.

I feel it is very important for all members of staff, irrespective of their grade, to be conscious of the concept of "Betari's Box" which models how the attitude and behaviour of one person during an interaction affects the other



person they interact with in a cyclical way. The natural outcome of this model is that if there is negative attitudes or behaviour then they will potentially continue to escalate. Had DCM Killick been more mindful in his approach, he would have realised what had caused the change in attitude that he correctly observed. Instead he was completely oblivious to how insulting and insolent he had been to me over the weekend and had no clue why my attitude towards him had changed from what it was at the beginning of our shift on Saturday 26th February. Had this situation been the other way round and I had said something of the kind to him, I am quite sure DCM Killick would have taken offence also and I am quite sure I would have been reprimanded for it. I have spoken to other members of staff that I have good work relationships with and they too have expressed shock in how offensive he DCM Killick had been.

DCM Killick's behaviour this weekend has brought back quite sour memories of my first few weeks at Brook House, which I have previously complained about, and I do not want to have to relive them all over again in another setting. I was not adequately trained when I first began working on A-Wing and I am now expected to work on B-Wing without adequate training. As stated before, I have recently returned from suspension. Having read what was said by DCMs in their statements, it is clear that I have been labelled as lazy and having a poor work ethic. I work to the best of my ability at all times and therefore do not appreciate when colleagues and managers discuss me negatively with others.

I would appreciate if the contents of this letter were acknowledged and some form of action taken. As stated in previous letters, I am an advocate for creating positive colleague relationships in the workplace and do not come to work to feel ridiculed or to be disrespected whether it be covertly or overtly by any member of staff at Brook House.

Kind regards,

Shayne Munroe