

J	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Complaint Ref	Date Received	Complainant	Complaint Category	Nature of Complaint	Membership of Staff linked to complaint	Reply By Date	Brief Outline of case	Outcome	Recommendations	Progress on any recommendations	Comp Paid	Data Resolved	Site	Investigator
(MC) CMS 13100143263	16/04/2017	[REDACTION - D115]	Unfair Treatment	He wrote that he wanted to complain about officer David Nicholson as after he asked the officer not to give him spicy food, he was told to wait until everyone was fed, but as a result he was given a small portion of potatoes for his dinner. He said he has told the officer he cannot have spicy food because he has problems with his stomach, but he said the officer just laughed & told him to go to the Doctor. He wrote that after he had said a sentence, the officer was standing behind him, laughing & saying "look it's brilliant". Because of this he was hungry all night. He wants to know why staff are winding people up.	David Nicholson,	19/04/17 05/05/17	On speaking to the officer in question, he advised the investigating manager that he had advised the complainant to go to Healthcare in order to see the Doctor so that if there were any dietary requirements he may have had, which was the correct procedure & he assured the investigating manager that she did work in a professional manner. The food issues were answered in a combined response with CAS 13100143176.	Urbach (JW auth)				30/04/17 - sent 02/05/17 (closed as Apr closing)	Brook	Stewart Povey-Meier
(IS) CMS 13100143377 (I completely)	16/04/2017	[REDACTION - C157]	Physical Environment Detainee on Detention	2 complaints but classed under 1 reference - - Is constant said he had been having problems being in jail & detention because people think he owes them money. He has been discriminated against by staff prisoners & he got attacked a few times. He said that people talk about him spreading rumours about him & speak about his relatives. He said about person in room C 197 Luffover Nelson, he wanted to go to the CSU for his own protection. Not compliant said she was on E Wing because he was beginning to be bullied - people calling her a crack head & pushable, saying he loves her someone too. He said people were pressuring him to let her go to the CSU then they moved to CSI. He wants to stay there as it is safe for him as there are less people, but he says they want to move him where he doesn't want.	Natalie On-Pumpong	30/04/17 24/05/17	The investigating manager spoke to the complainant where he was asked for names & dates of the incidents so we could view CCTV & conduct interviews, but he did not offer any names & stated he did not know them, but he knew they were talking about him. He did not provide any dates or times, just that it happened by the shop & the IT suite, so we could not view CCTV or interview staff/detainees. The room number he gave did not turn out as such, as he did not know the people who he said had been rude to him & mentioned an offender's name in the complaint, but it was not possible to speak to the person we thought it was as she was on leave. A without specifics I would have proved difficult to further anything with the witness. ODCM Pamela said the complainant on 16/4/17 discussed his allegations of being bullied. During the conversation he recognised two faces of detainees who were identified & spoken to. He also checked our system & found that one of the detainee he had identified was not even at Brook House. The complainant had asked that due to feeling unsafe he wanted to remain on E-Wing instead of moving to a general association wing, but WING is now induction wing, where new arrivals go to settle with completed inductions & there is no more of our general association wings where they can go. It is not possible for people to stay on E-Wing because of this reason. But he was not willing to move onto a general association wing, so he was moved to CSI due to E-Wing as it was a similar wing with less people, but because of E-Wing is a small wing, there is a criterion for people to remain on that wing & he did not fit into that. When he was spoken to we tried to encourage him to engage in some of the activities we have available within the centre, as by taking part in some of those, I can help to make it a more pleasant place, but he declined the recommendation & he put back the matter to another centre, which he has since done.	Urbach (JW auth)		25/04/2017	Brook	Sara Webb		
(WC) CMS 13100143684	07/04/2017	[REDACTION - D82]	Rudeness	He wrote that on 4/4/17 he woke up at 11:10 & went to the C Wing office to get a new toothbrush, where there were 3 detainees & a staff. He said he asked Hayley to give him a toothbrush but all of a sudden she shouted at him, asking why he was going to the office at the wrong time. He said that his medical report confirms he has a bad temper & he wanted us to organise stuff.	Hayley Atwater	26/04/17 08/05/17	19/04/17 - the acknowledgement letter was found in Home Office box by Simon Leaver. It had written on it "I deny the complaint and I forgive. Please do not chase this matter" D/S advised to get him to complete an official Withdrawal Declaration if he did write on the letter. 19/04/17 - official withdrawal declaration completed thanks to Owen Sykes who went to speak with detainee and check if he was the one who wrote on the letter & it indeed not want to pursue it. Detainee happy to withdraw form	Withdrawn (JW auth)			18/04/2017	Brook	Steve Dix	
(WC) CMS 13100144917	25/04/2017	[REDACTION - D119]	Unfair Treatment	His job that over the past 3 days he had been going through intense harassment from G4S staff. He was a wing cleaner but he was not set out to do his jobs, then he was told he had not done enough any work which was unacceptable. Then on 21/4/17 he was surrounded by a group of about 7 officers who antagonised him for about 15mins, laughing at him, calling him names, then saying that he would get locked up but they would be going home. He said he is frightened for his life & he misses his family as he has been incarcerated for 4 years & his behaviour is unacceptable from professionals (OCO Babs Fagho) was SENT TO PSU - REFERRED BACK TO US FOR LOCAL RESOLUTION	Babunadev Fagho Shayne Munroe	16/05/17 23/05/17	Involves - Detainees are not left in the evening to perform some cleaning duties, however, in the event that night-time cleaning cannot be accommodated, then the cleaning must be completed during the day. This cleaning must be to an acceptable standard, per Health & Safety, auditing & decency purposes. Should the required standard not be met, then DCO's working Unit are encouraged to challenge the standard & request that the duty is repeated. IMPELLED - An internal G4S investigation was undertaken in relation to the conduct of G4S staff & independent witnesses, including other detainees and officers, verified the complainant's account. G4S expect staff to practice a professional at all times & as a result takes expression of dissatisfaction seriously. This matter is now being dealt with as a formal investigation under the G4S Code of Conduct & supporting HR policies.	Pur Sus (SS auth)		100 PP (as conf by Paul)	21/05/17 - sent 22/05/17	Brook	Michelle Brown	
(WC) CMS 13100144943 (2 complains)	25/04/2017	[REDACTION - D726]	Unfair Treatment	21/4/17: He wrote that he witnessed 6 members of staff trying to intimidate another detainee by laughing at him, calling him names, taunting him which he says disgusting & unacceptable behaviour from G4S staff. 24/4/17: He argued from the previous night (with DCO Babs Fagho), encouraging him to tell the officer. [REDACTION - D726] asked the officer why wasn't they bringing it up as he was trying to forget about it, her response was that she was not talking about him, which the complainant said she & others detainees witnessed her doing. He wrote that she swore at her son's life that she was not talking about him, but she was, so Patrick asked her how could she lie on her son's life, he could die. The complainant said that [REDACTION - D726] took full responsibility for his words & his actions, staff's behaviour was unacceptable, she should be professional. She also showed to manager "Pinky" was in attendance ([REDACTION - D726]) while she was trying to reach out to him but he was dismissive of him which wound him up more & Philip said it would sue [REDACTION - D726] later on but [REDACTION - D726] is scared he will be put in segregation because of the incidents (OCO Shayne Munroe) was SENT TO PSU - REFERRED BACK TO US FOR LOCAL RESOLUTION	Babunadev Fagho Shayne Munroe Natalia Page (Witness) Bernini Fagho (Witness) Henry Hutton: Meriswily (Witness) Jordan Rowley (Witness) Naha Wills (Witness)	26/05/17 23/05/17	The investigating manager went to speak with the complainant on 24/4/17 to discuss the complaints & during this conversation he explained how he helped [REDACTION - D119] with his complaint, but also he felt the need to apologise & report what he had witnessed. The reasons for his apology were [REDACTION - D119], but also to him & any other detained persons. He then requested to withdraw his complaint & signed a statement that he did not wish to continue with the complaint, stating that he was disappointed with the way things were handled. He also expressed concern regarding the comments made by the complainant as he believed that he had not received the right support regarding [REDACTION - D119]'s situation & he had his own issues & did not want to get involved in their issues. He asked for a complaint withdrawal declaration form which he completed & we were aware that he had since been spoken to by a Senior Manager who advised him that the issues which he had raised were being looked at independently to his complaints & his workload.	Withdrawn (JW auth) & MS auth)		24/04/17 - sent 02/05/17 (closed as Apr closing)	Brook	Steve Dix		
(MC) CMS 13100146227	27/04/2017	[REDACTION - D161]	Unfair Treatment	He was complaining about being issued 2 warnings in 4 hours by the same officer - DCOG Nick Croxall - not allowing any communication on the 2nd alleged offence. He said he has tried to send a request to management at Brook House but they cannot do anything as 3 warnings have to be issued for a manager to get involved. He said the officer is abusing his power & bullying him.	Nyle Clarke	16/05/17 24/05/17	UNSUB - During his time, he had been spoken to on 13 different occasions. These discussions ranged from behaviour, inappropriate comments & his position as a paid worker by 11 different members of staff, which would suggest that the DCO in question had not picked him up or singled him out, just because he hadn't been issued a warning before. The investigating manager considered that he had been lucky in fact, it potentially could have been issued several further warnings, which could have had an impact on him keeping his job. DOB - The first warning: He had agreed to appear if he wished, but he did not appear to have an issue with accepting the warning given the incident was alleged to have happened the day before. The 2nd warning: He didn't sign that the paperwork submitted < happened at 11:45 but he was locked up at 11:30, but CCTV showed at 11:30 he was shouting over the railings to someone on the first floor waving a piece of paper which was directly taken from DCM Clerk was standing before he walked off. It seemed from the footage that the complainant actually stopped when another DCO was present who was standing in front of him. DCO Clarke, looking up at the complainant, suggesting that the complainant was shouting down at DCO Clarke. This was upheld as the timing on the warning were incorrect & for the first one which should have been issued the day before along with the relevant paperwork so he could be given an opportunity to appeal if he wanted to do within the 48hrs.	Other SUB (SS auth)		100 PP (as conf by Paul)	24/05/17 - sent 25/05/17 D'S count covered as in target	Brook	Ails Williams	
(WC) CMS 13100145741	30/05/2017	[REDACTION - D1167]	Rudeness / Availability of Service	He wrote about healthcare not giving him his medications - they will address separately. he said he had not had breakfast as he was sleeping through lunch, but he complained because no-one woke him & when he did wake, lunch had finished he was told it was too late. He also said that he was not able to attend a doctor visit or physiotherapy care & he had asked for them but was told "we are short-staffed" he said the main member of staff had a very bad attitude & did not like the complainant - he was very rude.	Sarah Milburn	22/05/17 31/05/17	If it is each person's own responsibility for them to attend the surgery if they want to collect their meal. If someone does not attend the surgery, then staff may go to look for them in their room, but if they are found to be sleeping, then it is not deemed as staff leaving them alone. We checked DABY & it had noted on 18/04/17 that he had been supplied with a bedding pack, which consists of one towel, one pillowcase & one bed sheet cover cover. With regards to the male member of staff being rude to him, he did not respond details of which officer it related to, or when or where he was rude to him so we could not find out who he meant as there aren't numbers of staff members on the wings. The investigating manager spoke with a fellow officer stating that on 20/04/17 the complainant stated to the wing officer stating that he had no pain or discomfort & she said that she would advise him to see a doctor if he was in pain. The complainant said that he was not happy with the way he was being treated by the staff. The investigating manager spoke with the complainant on 20/04/17 to discuss the complaint & during this conversation he explained how he helped [REDACTION - D1167] with his complaint, but also he felt the need to apologise & report what he had witnessed. The reasons for his apology were [REDACTION - D1167], but also to him & any other detained persons. He then requested to withdraw his complaint & signed a statement that he did not wish to continue with the complaint, stating that he was disappointed with the way things were handled. He also expressed concern regarding the comments made by the complainant as he believed that he had not received the right support regarding [REDACTION - D1167]'s situation & he had his own issues & did not want to get involved in their issues. He asked for a complaint withdrawal declaration form which he completed & we were aware that he had since been spoken to by a Senior Manager who advised him that the issues which he had raised were being looked at independently to his complaints & his workload.	Withdrawn (JW auth) & MS auth)		17/05/17 - sent 22/05/17	Brook	Shane Farrell		
(IS) CMS 13100147326	23/05/2017	[REDACTION - D266]	Property (Missing)	He wrote that on the 10th of May he was sent a letter, which was signed for here by "Chander", but he has not received the item of post. He said the post contained £30 cash for him & his sister. Tracking number SF486484208.	Lee Chandler	08/06/17 13/06/17	The letter was tracked as coming into the centre & being signed for by Officer Chandler, but the officer was spoken to, he did not remember the item & there was no trace of him having gone anywhere other than being signed for in the facilities. The CCTV also did not show the progression of the letter, therefore we upheld the complaint. £30 was paid into his shop account as authorised by Steve Sims & Ails Williams on 19/05/17. Remaining £30 paid into shop account on 08/06/17 as approved by Steve Sims & Ails Williams.	Sub (SS & COJ auth)		£30 Paid (No PP as conf by Paul)	03/06/17 - sent 07/06/17	Brook	Stephen Pearson	
(MC) CMS 13100147169	29/05/2017	[REDACTION - D476]	Unfair Treatment	He wrote that 3 weeks prior to 18/05 - after completing his shower evening job on C Wing, he went to the office to sign off for the day, when he saw DCO Elizabeth Avery for a pen to take back to his room to fill out a form. He says she told him he could not have a pen & was laughing hysterically about it. He said she said it was time to go to bed, then she tried to put her hand over his face when he was standing by the door, but she couldn't do it as he walked out & he followed her to his room where she unlocked the door, then he filled out the form. He said she then proceeded with DCO Trigger & DCO Adams who went to his room afterwards asking for the pen, which he gave to the manager. He says the manager said he was not going to have any more contact with him as he would make sure he had his job. The complainant spoke to another DCO [REDACTION - D476] - Steve Dix the next day, explained everything & he said she said he would talk to Liz Triggler. Then on 17/05/17 the complainant sent another DCO [REDACTION - D476] - Steve Dix a letter from the Library & he increased his room number from 2 to 4. DCO Dix said that he had not been asked to speak to another DCO (Mark - Mark Porthus) on 18/05/17 about this false accusation questioning why reports had not been submitted about this if it was false & why nothing had been said by Triggler or Dix. He said other detainees have seen her flirting with people & later accusing them of wrong doing.	Elizabeth Avery Steve Dix	16/06/17 19/06/17	The officer was interviewed & she advised he did ask for a pen, which he was given, but when he was asked for it back, he refused, even though he was asked more than once, so she explained it was time to go back to his room & left the office, but she stated he grabbed hold of her wrist & pulled her back into the office, making a comment to her, but she managed to pull away & told him not to do it again. CCTV confirmed that she was pulled back into the office, then he followed her to his room where he asked her for the pen again, but he refused, so she asked him to go to his room. He said she then said she was going to get the pen again which the complainant handed over to her. He also told the complainant that as a paid worker, if he offered staff something to do for him, it really should be done, but he had the car on doing things like that. He said she then said she was going to get the pen again which the complainant handed over to her. 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	PSU - Stephanie Benson (CMS 13100104002)	16/08/2017	[REDACTION - D1747]	Alleged Assault	On 20/09/17 @ 08:20 there was in the room where medicines are dispensed & he stated he got attacked by an officer. He said the officer firstly started abusing him verbally in an on case manner, then when the complainant pointed it out, he said the officer hit him twice with his fists to his chest. Whilst still verbalising him, he said the officer threw the complainant's ID card under his legs. Later on, the complainant asked a manager (Hayley) for the officer's surname, but she did not give it to him. He said there were a couple of officers in the room & a few detainees who witnessed (Derek Murphy) PSU asked for CCTV, Reports (BRINROOF), info on staff who were there & witness informants.	Derek Murphy Chris Brown (Witness) Nevanne Mayne (Witness)	1/7 - emailed R 43917 & UOF 15617. 67 - email statements from 2 detainees as requested (Hussein & Aislinn). 11/7 - posted CCTV special delivery. 26/07 - Nick interviewed detainees. 27/07 - letter sent to D Murphy for interview. Interview for 01/08 @ 14:15. 01/08 - Derek had interview with PSU.	11/7 - posted CCTV special delivery. 26/07 - Nick interviewed detainees. 27/07 - letter sent to D Murphy for interview. Interview for 01/08 @ 14:15. 01/08 - Derek had interview with PSU.	UNSUB as conf by email from 26-08-2017 No recommendations			report received 26/09/2017	Brook	PSU	
45															
	(MC) CMS 13100151204	16/07/2017	[REDACTION - D87]	Unfair Treatment	Three complaints received referring to an allegation by an officer that [REDACTION - D87] had told her that he was going to take a member of staff hostage. Michelle Brown advised a planned relocation by a Unit team to CSU. [REDACTION - D87] has made numerous threats to self whilst on rule 45. He has made numerous allegations against Michelle Brown.	Michelle Brown	21/07/17 (26/07/17)	Since his arrival at Brook there had been numerous reports & intelligence about him & his behaviour, including threats to staff & he had a disagreement for centre rules & one man incident in Healthcare where he threw a set of scales around. On 27/07/17 he was challenged by his wing manager about the lack of responses from House Office about his requests & he stated he would take a member of staff hostage to make the Home Office respond. Because of all this, a decision was made to put him on Rule 45 by the Duty Director who was Michelle Brown on that day. He was taken off Rule 45 on 29/07/17 and on 30/07/17 was put back on Rule 45 for threats to staff where he threatened until he was moved to Hammondworth. The decision to move him to Rule 45 on the 30th was made by a different DC but again based on the facts presented to do with his behaviour, actions & threats made. His behaviour over a period of time had escalated to an unacceptable level & it had been advised of this by his wing manager, but he continued to make threats to take a hostage here. They were not a result of actions he believed to have been instigated over a period of time by our head of Security Michelle Brown who he alleged was victimising him. All detainees who are on continued Rule 45 are always agreed to by Home Office managers, not ourselves (SAS) & in his case, & with others, they agreed to his continued segregation within Detention Centre Rules & his Detention Services Order Removal from Association. Detention Centre Rule 45.			26/07/17 - sent 27/07/17	Brook	Steve Ball		
46															
	PSU - Vicki Ellis / James Fletcher (CMS 13100151103)	16/07/2017	[REDACTION - D377]	Alleged Assault	He alleged that on 30/07/17 officers went into his room & made him have a strip search as they thought he was in possession of a smart phone. He said it was sexual harassment, but he was man-handled & they were rough. He said he was stripped of his dignity. PSU want CCTV / Body worn / any reports	Ian Robinson Michael Yates Joe Bryant (witness) Aaron Stokes (Witness)	1/07 - emailed 2 emails from D Robinson linked to Police investigations (re assault & prohibiting person having phones); IR 46917 reception file. 1/07 - emailed officer availability. 25/07 - send CCTV & Bodycam special delivery K408. High email sent interview invite letters - given to Michael Yates, Joe Bryant, detainee on 07/08 & posted to Jason Murphy & Dan Robinson on 07/08, gave to Aaron Stokes on 08/08. REPORT CONCLUSION - Whilst [REDACTION - D377] may feel aggrieved at having to be strip searched it was done lawfully after an allegation of harassment was made to the police by the former solicitor. Current police requested that the strip search and a room search take place to attempt to locate any mobile phones or SIMs belonging to [REDACTION - D377]. It was followed by the police that [REDACTION - D377] may be in possession of a Smart Phone which are positioned within the detainee areas per Detention Service Order 09/2012 - Mobile Phones and Computers in Centres. The officers conducted a best body strip search as mandated by [REDACTION - D377] and fully complied with Detention Service Order 09/2012 - Searching Policy. It is concluded that whilst [REDACTION - D377] may have not found the strip search a pleasant experience it was done lawfully and professionally due to the allegation that he was in possession of a Smart Phone. The recommendation is [REDACTION - D377] letter of complaint and the testimony at interviews do not support his allegations. When interviewed [REDACTION - D377] admitted that he did not let any of the Officers put their hands on him and he was never fully naked at anyone time. [REDACTION - D377] complaint is therefore found to be unsubstantiated.	UNSUB as conf by email from 26-08-2017 No recommendations	None	report received 26/09/2017	Brook	PSU			
47															
	PSU - Dean Anderson / Kim Shepp (CMS 13100151076)	16/07/2017	[REDACTION - D87]	Alleged Assault	He alleged that force was used on him on 30/07/17 to get him into a room. Also mentioned about Michelle Brown too. PSU wanted CCTV/body worn footage & any reports	Ian UOF: Dean Brockmire Mike Trout Alex Parryworth Daniel Marshall Ryan Bradley Ben Sayers James Baker Zoe UOF: Iain Shabbot Jason Murphy Joey Bryant Darren Tomsett Chris Brown Edward Fedy Mark Brewster Cecy Redwood	1/7 - get signed medical consent form from detainee - scanned to KimDavon. Emailed 2x (Kins 47217 & 47117 & 2x UOF reports (16/07/17 & 16/07/17). 1/07 - emailed KimDavon "COGSIT" & UOF 29617 documents. (all items sent via CAC (Caro-Jones)). Simon Levelt spoke to detainee to advise him PSU would call him tomorrow. Kim emailed him to phone interview on 11/7/17. David Bates called him to phone interview on 11/7/17. CCTV - CCTV - Bodycam posted special delivery to Kim. 27/07 - additional Rule 45 paperwork sent (the 30/07/17). 02/08 - Kim emailed list of questions for people to answer - spoke to Ben & Steve who said they could interview people instead asking for info by email. 07/08 - emailed Kim to request that she interview with people. 08/08 - Kim emailed pose interview times for 29/08... she will send invite letters soon & request for statements by 2 COCs. 16/08 - Kim sent letters for Ben, Steve & Sara - given out. statement reported from Aaron (returned) and Dean (returned). 29/08 - Kim had interviews with Steve, Sara & Ben Shabbot. REPORT CONCLUSION - Taking account of the evidence gathered there is insufficient evidence to substantiate that [REDACTION - D87] was assaulted or mistreated during other incidents. It is therefore concluded that the allegations made by [REDACTION - D87] are unsubstantiated for the reasons outlined below. It is concluded that [REDACTION - D87] was not assaulted by the officers during his relocation from his cell on Eden Wing to the CSU. The force used by the officers was justified, proportionate and necessary. [REDACTION - D87] was only subjected to recognised restraining techniques due to his non compliance with the initial instruction to walk, and his subsequent resistance shown towards the officers. Based on the examination of all the evidence, on the balance of probability it is found that this part of [REDACTION - D87]'s complaint is unsubstantiated.	UNSUB as conf by email from 26-08-2017 No recommendations	3.1. All the officers involved in the two incidents should be commended for their dealings with [REDACTION - D87] and recognised for their efforts during two particularly challenging and protracted incidents. It is evident from the information obtained that [REDACTION - D87] could be a difficult gentleman to deal with. He was clearly a strong individual. In the circumstances all the officers remained professional and polite with [REDACTION - D87], and treated him with respect, despite the manner in which he spoke to them.	report received 26/09/2017	Brook	PSU			
48															
	(DS) CMS 13100161528	16/07/2017	[REDACTION - D1269]	Availability of Service	He said that he did not receive his meal & from 13:10 - 13:25 he was waiting for potatoes. After 15 mins he told an officer that he did not get a full meal. He has not been sleeping because of it.	Conway Edwards	21/07/17 (16/08/17)	He was spoken to by DSM Conway Edwards on the day who was covering the wing & it appeared that the main issue was not about him not getting a meal or potatoes, but actually that they had run out of soup/chicken even though someone went to the kitchen to get some more soup/chicken, there was none left. He was given a meal, but not the soup/chicken & therefore it was partially upheld.	PART SUB (SS auth)		No PP as conf by Paul	24/07/17 - sent 28/07/17	Brook	Jits Williams	
49															
	(MC) CMS 13100152009	12/07/2017	[REDACTION - D1398]	Unfair Treatment	He was complaining about the behaviour of an officer on W Wing Darren Tomsett. He said he requested for a curtain for a room, but he said the officer was being aggressive & saying he will change his office on W Wing.	Darren Tomsett	26/07/17 (03/08/17)	All arrivals at Brook are placed onto our Induction Wing - B Wing so he was when he arrived on 07/17 & once they had officers introduced, they are moved onto a general population wing which where he was due to go on the day he wrote his complaint. The officer was interviewed & said he explained to the complainant that there were no curtains available at that time & that explained that although he was not happy with this, he would be relocating to general population on another residential unit that same day & that hopefully his new room would have curtains in already. The officers also advised that the complainant went into the wing office that day & apologised for the way in which he had spoken to the officer in question whilst they were in his room regarding the curtains.	Unsub (SPM auth)		21/07/17 - sent 24/07/17	Brook	Nathan Ring		
50															
	(MC) CMS 13100152144	12/07/2017	[REDACTION - D606]	Unfair Treatment	He stated he wanted to complain about welfare officer Toshia as she refused to let him in the welfare office. He wanted to make a call about his ticket but she says she released him & said for him to wait near the door, but he says he did not touch her. He said Toshia said she could not help him. He also wrote that in May he was waiting more than 30mins on a chair & he was alone waiting there & when she went to the door & he went in the office, she was talking with a black officer. He wants her removed from her job (Toshia Cragin)	Toshia Cragin	26/07/17 (03/08/17)	From the statements made by the officer in question & a manager who was present on the 8th of July, it seems that he had been acting in a rather aggressive manner towards the Welfare staff, & it had not been the first time this had happened. The officer advised that he had been confrontational before when speaking to his caseworker & he stated towards them, even to the point where they had hung up on him. There had also been occasions where he had spoken to the Welfare staff & he had been told to be escorted away from Welfare before. He did not tolerate bad behaviour when he talked to staff as he is in conflict in the Brook House Information & House Rules for Residents booklet which all new arrivals are given ("Your safety" & "General Behaviour" sections). The manager who was present on the 8th of July said he intervened as he could see the complainant invading the officer's personal space & he was raising his voice, demanding to be allowed into the Welfare office. The manager spoke to both of them then & then, & it was arranged that the complainant would return in the afternoon when a different Welfare officer was working who he claimed he had issues with the person he wrote about in his complaint. He accused her of being racist & then tried to get other people in the area to back him up, but this was unacceptable behaviour. We always recommend that if people are unhappy with anything in the centre - whether it is about the food, their room or even about a member of staff, then they should raise their concerns with a manager at the time, but becoming aggressive & aggressive is not a way to resolve the issue.	Unsub (SPM auth)		26/07/17 - sent 10/08/17 (28 conf on time)	Brook	Mark Perleth		
51															
	PSU - Stephanie Benson / Helen Wilkinson	1/07/2017	[REDACTION - D0554]	Alleged Assault	He emailed about treatment here. He said he went 5 days without food & HVC complained that he had 3kg in 5 days. He wrote about the food he was being given from the canteen - boiled potatoes - being badly cooked. Then he wrote about the 28th June when he was told he would be leaving the centre for a while. He wrote that he was given food, but not his medication which he asked for. A couple of hours later a team went to his room & he said they rushed him & he had been pushed on the floor & went unconscious, then when he came round they handcuffed him & one of the officers hands was covered in blood from the detainee injuries from when he cut himself. Then he was taken to the airport, but he says he lost his memory & there was no medical care on the flight. When he arrived in Nigeria he says he cannot remember where he lived & he cannot get help in the hospital to see if he has brain damage or other mental issues as they require money which he does not have. PSU requested BRINROOF reports / CCTV / body worn footage / ACOT info	Zane Abba Derek Murphy Ben Shabbot Daniella Di Tella Lorna Martin Chris Donnelly (Witness) Andy Simmons (Witness)	1/07/2017 (16/08/17)	All detainees must carry ID by cards on them at all times & can be asked to produce their card by any officer at any time. This information is detailed in the Brook House Information & House Rules for Residents booklet which all new arrivals are given. During the conversation had with the complainant, he admitted that he was rude & unhelpful towards the officer when he was asked for his card. He also said he did not want to take his card with him as he had been in a bad place when he wrote it, but he felt better now & did not want to carry on with it. He then chose to sign a withdrawn declaration form. He said himself he had been mislead by the officer & it is his right for officers to ask to see people's ID cards at any time.	UNSUB - conf by Ian Castle. The allegations were unsubstantiated. Several recommendations have been made.	3.2. Tascor and Detention Policy - Health and Safety and Policy and Procedures 3.2.1 The PER form mentioned that there had been medication and that this was IP (in Person) i.e. [REDACTION - D0554] had control of this. Anonmed Medico Dobson said this was not the case. The main issue was that there was no record of what medication [REDACTION - D0554] was provided with from Brook House IPC or what was provided to him at his hometown to Nigerian authorities. 3.2.2 Tascor and Detention Policy should review the PER specifically around the issue of medication and make it clear on the form what medication the detainee in the IPC with what was handed over to the detainee once the escort was concluded. There needs to be a clear audit trail. 3.4. Brook House IPC - Policy and Procedure and Health and Safety 3.4.1 There were some issues with accuracy in the use of form and incident reports completed by DCM Aids, DCMs Derek Murphy, Jonathan Martin and Luke Odey. These inaccuracies were in relation to the length of time the handcuffs were applied and the timing for this, who the officer took over a hold from and the date on his use of force when he was using and holding and the timing for the medical equipment that was inconsistent with the ACOT and medical records. 3.4.2 There was also an issue with the ACOT that was either only completed to 15:50 hrs on 28 June 2017 or there were pages missing for the following four hours. This incomplete copy was handed over to Tascor so it suggests that the final entry was 15:50 hrs and this detainee had been on constant watch. ACTIONS 3.4.3 Managers should review staff of the importance of completing accurate records. 3.4.4 A review of [REDACTION - D0554]'s ACOT should be conducted to establish what happened to the completion of the ACOT post 15:50 hrs on 28 June 2017. 3.5 Brook House IPC - Health and Safety 3.5.1 The things on the BWV were out by an hour and the detainee was not recorded. ACTION 3.5.2 Brook House IPC should check that any video equipment is set to the correct time and ensure that all details are recorded for completeness. 3.6 Brook House IPC and Healthcare - Health and Safety 3.6.1 [REDACTION - D0554] was referring to him because he required a special diet. It seemed unclear from the documentation who was responsible for agreeing the special diet and putting this in place. There was also an issue with this special diet being communicated to other wings when a detainee was moved. ACTION 3.6.2 Brook House and Healthcare should review who is responsible for agreeing special diets in a process that is prompt so there is no delay to the detainee in being able to obtain the special diet. 13/04/18 - Agreed closed by Ian Castle	3.4.3 Managers should remind staff of the importance of completing accurate records. 3.4.4 Above. Our report started at 15:50. Document went with detainee 13/04/18 - Agreed closed by Ian Castle 3.4.4 A review of [REDACTION - D0554]'s ACOT should be conducted to establish what happened to the completion of the ACOT post 15:50 hrs on 28 June 2017. 3.5 write to Mark Francis regarding CCTV checks for detainees - ONGOING 3.5.2 Brook House IPC should check that any video equipment is set to the correct time and ensure that all details are recorded for completeness. Video equipment review. Equipment should be checked on a regular basis - matrix checks Officers should check when they search on a BWV that the data/time is correct before being used. 3.6 write to Ian Castle 3.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	PSU - Dawn Adams / Jana Schwab	21/07/2017	REDACTION - D1234	Alleged Assault	<p>He complained about force used on him on 28/07/17, he wrote a letter dated 12/07/17 saying that 8 officers went into his room & 2 held his head & turned it violently when they were trying to turn him round. He said he felt a crack in his neck & he told them, but they took no notice. He also said they pushed him to the floor. He stated that 8 of them had his head & 1 clamped on his face which caused him to feel his face was very painful. He then said they handcuffed both wrists which hurt him. He said both his legs were tied & he had a strap around his stomach which was an area he was due to have an operation on. He stated he was carried out of his completely naked with ropes all over his body.</p> <p>Letter from Mr Howard Hamer (dated 20.08.17) regarding the letter he wrote in May 17.</p> <p>PSU asked for CCTV from 01/07/17 to 01/08/17.</p>	<p>24/07/17 - emailed UOUP & IR to Dawn. 26/07/17 - posted CCTV special Delivery. 27/07 - Isotonyan footage sent to Dawn. 17/8 - Jason requested names of staff involved & their rosters. 31/8 - Jason requested interview 5 Sayers. Shortly thereafter (21/8) Jason Chapp 19, sent Gail letter to get interview on 27/8 (Dawn's letter given to Steve Farrell to pass on).</p> <p>REPORT CONCLUSION: After careful consideration it was concluded that no excessive force or more force than necessary was used and the force used was reasonable, proportionate and justified in the circumstances as confirmed by the NTRG report and therefore the complaint was unsubstantiated. It was considered REDACTION - D1234's dignity was protected during the incident and the complaint was unsubstantiated in this regard.</p>	<p>RECOMMENDATIONS:</p> <p>8.1 - Local Brook House IRC - Training</p> <p>8.1.1 - REDACTION - D1234 was handcuffed to the rear while seated by DCM Dlx. NTRG advised this technique had been removed and the detainee would be required to stand in order to apply handcuffs for a signed position.</p> <p>ACTION: 8.1.2 - Staff should be reminded that the technique to handcuff a detainee for a signed position required the detainee to stand before the handcuffs could be applied. The centre should consider whether further training was required for staff to ensure they were fully aware of the correct handcuff techniques available.</p> <p>8.2 - Local Brook House IRC - Training</p> <p>8.2.1 - REDACTION - D1234 was carried in handcuffs and his head was supported from the front. NTRG advised this was an approved use of force technique, the standard taught included head control from behind. This was contrary to DCM xxxxx. NTRG advised this technique had been removed and the detainee would be required to stand in order to apply handcuffs for a signed position. 8.2.2 Staff should be reminded that the technique to handcuff a detainee for a signed position required the detainee to stand before the handcuffs could be applied. The centre should consider whether further training was required for staff to ensure they were fully aware of the correct handcuff techniques available.</p> <p>8.2.1 REDACTION - D1234 xxxxx was carried in handcuffs and his head was supported from the front. NTRG advised this was an approved use of force technique, the standard taught included head control from behind. This was contrary to DCM xxxxx and DCM xxxxx accounts at interview, who both said the head was to be controlled from the front in the technique. 8.2.2 Staff should be reminded of the taught technique for head support during a handcuff carry.</p> <p>8.3 - Local Brook House IRC - Training</p> <p>8.3.1 - The NTRG report advised REDACTION - D1234's head was lower during the second part of the carry which could cause medical implications as the amount of space designed for him to move was restricted.</p> <p>ACTION: 8.3.2 - Staff should be reminded that a detainee's head must not be brought too low for an extended period of time to avoid the detainee being restricted and to avoid potential medical implications.</p> <p>8.4 - Local Brook House IRC - Training</p> <p>8.4.1 - The NTRG report stated the use of controlling holds at the beginning of the restraint may have reduced the time of the restraint. The 'hold' staff had of the detainee did appear to put them in the distance of any high level of risk. The potential was considered to still be there. 8.4.2 Staff should be reminded to apply controlling holds rather than compromising with 'holds' to avoid putting the detainee, themselves or other officers at risk.</p> <p>8.5.1 - DCM Dlx had a briefing prior to the intervention which was considered of a high standard. Throughout the incident there was excellent communication and instruction to team members from DCM Dlx.</p> <p>ACTION: 8.5.2 - DCM Dlx to be commended for his</p>	<p>force you are aware of them and can read accordingly if you observe any of these points listed below.</p> <p>Please have a look through these and if you have any queries regarding the please talk through this with a UOF instructor or myself. The last point is worth noting as it puts up with the UOF security meetings as consistent good practice by you all and thank you to 8.1.1 REDACTION - D1234 xxxxx was handcuffed to the rear while seated by DCM xxxxx. NTRG advised this technique had been removed and the detainee would be required to stand in order to apply handcuffs for a signed position. 8.2 Staff should be reminded that the technique to handcuff a detainee for a signed position required the detainee to stand before the handcuffs could be applied. The centre should consider whether further training was required for staff to ensure they were fully aware of the correct handcuff techniques available.</p> <p>8.2.1 REDACTION - D1234 xxxxx was carried in handcuffs and his head was supported from the front. NTRG advised this was an approved use of force technique, the standard taught included head control from behind. 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The potential was considered to still be there. 8.4.2 Staff should be reminded to apply controlling holds rather than compromising with 'holds' to avoid putting the detainee, themselves or other officers at risk.</p> <p>8.5.1 DCM xxxxx held a briefing prior to the intervention which was considered of a high standard. Throughout the incident there was excellent communication and instruction to all team members from DCM xxxxx. 8.5.2 DCM xxxxx is commended for his briefing and general supervision of the intervention with a difficult detainee.</p> <p>Thanks Steve</p> <p>13/04/18 - Agreed closed by Ian Castle</p>							
58	(MC) CMS 13100153626	27/07/2017	REDACTION - D118	Rudeness / Unfair Treatment	<p>On 21/07/17 he spoke to DCM Dlx Evans as she did not let him out of his room for lunchtime cleaning. He wrote that she was rude to him & slammed the door just making him late. On 22/07/17 she again refused to let him out for cleaning duties despite telling other workers out on the same floor & when he rang the call bell system in his room, he kept the door very close to him & called him a "fucking idiot". Then hung up on him.</p> <p>He spoke to DCM Steve Dlx & he spoke to him with Tyrone then, she admitted to calling him a "fucking idiot" then stormed out of the office.</p>	16/08/17 (22/08/17)	<p>The officer in question & the DCM were spoken with to discuss the incident further & the investigating manager also reviewed security reports submitted at the time by the officer regarding the events of that day. The Deputy Director (Head of Brook House) has commissioned a separate internal investigation to be completed under the company disciplinary procedures & at the point we could confirm that concerns have been identified in relation to the officer in question. The investigating manager will be advised of the full outcome from the investigation.</p>			100 PP as conf by Paul	21/08/2017	Brook	Chris Donnelly		
59	(MC) CMS 13100154194	01/08/2017	REDACTION - D1372	Unfair Treatment	<p>He wrote that Steve Dlx fired him from working him like a dog for hours. As a manager terminating service, it is a shame & it is not appropriate behaviour of an officer.</p>	16/08/17 (24/08/17)	<p>When the investigating manager tried to speak to the complainant, he was given the impression that he was not interested in his complaint. The manager tried to explain to him the reason for him being his paid work role which was because while serving at the service he got into an argument with the manager & then staff towards him, which was also in the direction of the foot, and this also upset the detainees on the other side waiting to be served. The complainant only reported to him this, what about the incident which happened inside the service where detainees tried to beat him? He did not seem to acknowledge the reason why he was removed from his job which was because he was being placed on Rule 45 on 22/07/17. Any detainees who are placed onto Rule 45 are not entitled to work in the shop or in the canteen until they are ready for a job, as long as they are complying with the Home Office & Service Provider. When the manager tried to speak to the complainant in his complaint, again he changed the subject to saying about having his phone stolen when he first arrived back in June & that nothing had been done about it since. The complainant also logs all complaints allocated to us at Brook House and the complainant registered & confirmed that there had been no other complaint sent to us from him, apart from the one the manager was investigating. There was no evidence to support his claim & when the manager tried to discuss the subject with him, as to the reason he was removed from paid work, he was evasive & started talking about other matters.</p>								
60	(MC) CMS 13100154179	01/08/2017	REDACTION - D1242	Unfair Treatment	<p>He said he was brought here on 22/07 but until 24/7 he was not given a pillow & because of this he has severe pain in his neck & shoulders. He wrote that he could not contact anyone - he said he has friends who are ready to help him pay for bail, but he is being deprived of this.</p>	16/08/17 (29/08/17)	<p>There was no evidence that he had asked for a pillow - neither member of staff who had been on the wing overnight or during the day could recall him asking for one & there was nothing in the wing diary. If there was nothing in the wing diary he would have been given any until he was told to do so on the 29th of July. If he was not permitted his phone as it was prohibited item, but he would have been offered to make a call to Detainee Release Unit upon arrival & he would have been given the chance to take numbers down from his phone & it was taken to his room. He also took with him his own card into the centre & was given a loan phone 2 days later. In the interim he would have been able to make calls from Warden, DCM helped on the wing office in an emergency, which he would have been told this on arrival.</p>								
61	(MC) CMS 13100154237	03/08/2017	AA & CO Solicitors (REDACTION - D732)	Minor Misconduct	<p>Rejected by PSU - The Solicitors fax was dated 3/08/17, they wanted him to be granted temporary admission - being looked into by HO. They also wrote that REDACTION - D732 was sexually harassed & assaulted whilst at Brook (which is being investigated by the Police), & they said he had been the subject of constant, insulting & degrading verbal assaults & derogatory comments whilst here too. Further the letter requested ASSET 7 from Solicitors (dated 10/08/17 - sent to PSU & back to us - saying REDACTION - D732 has far exceeded & rights abuses & rights abuses & he is in a state of life. 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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
								ACTION 18.11 is suggested that DCO Lews should be made aware of this complaint and allegation and the evidence submitted and provided with the opportunity to explain his actions. He should be reminded of the importance of treating detainees with care and respect including when handling their property and that in this instance it is considered that he has failed to demonstrate the professional conduct expected and required of DCOs.							
65	(MC) C/S 1310015635	23/06/2017	Damen Lewis Solicitors (REDACTION - D1536)	Unfair Treatment	They wrote that on 3/6 he was denied use of a computer by an officer with no reason, then he alleged the officer called over other officers who pushed him & tried to slap him. Then the detainees tried to defend himself & as a result a manager was called over & he was put in isolation for 24hrs & banned from using the computer down for 7 days. There was to be disciplinary go to it (going to get some clothes and shoes). Detainees were going to give him, but he was an officer denied him access into the wing & said he should change his clothes because he "looked gay". The solicitors said that the complainant is a gay man who is concerned about other detainees knowing about the situation. They said that he received apology as he was denied by the detainee, but he was taken into the office & given a written warning for his behaviour. The last they replied written records of the incidents.	Edmond Paddy Lake Institute-Brower Damen Tarnsett	16/09/17 (20/09/17)	25/09: Interim letter sent to Duncan Lewis & DLS. 25/09: Response sent to Lee Harford for review. Preliminary investigations showed officers who have been mentioned were DCO Edmond Paddy, DCO Lake Institute-Brower, DCO Damen Tarnsett. 26/09: Lee advised to Paul Gannon that he wants it to go to either HCU or PSU for investigation instead of us. 28/09: Sent to Paul Gannon as requested by Lee. 29/09: Interim letter sent to Damen Tarnsett. 29/09: email sent to Detention Services to say if he has gone to Paul Gannon & interim letter emailed.	Sent to Paul Gannon to deal with						
69	(MC) C/S 1310015670	26/08/2017	(REDACTION - D170)	Unfair Treatment	He wrote that he had a visit with his girlfriend & daughter but he was denied a hug with his 7yr old child who was supporting for them. He said the officer was tall with a beard. Unacceptable behavior from him	Hulubez Akhtar	16/09/17 (25/09/17)	He was made aware, at the time of this visit, that he was on closed visits. That he was placed on closed visits after receiving a drugs pass on 17th August 2017 during a social visit which he had admitted to on a number of occasions. While he understands the lack of contact with his daughter may have been distressing for all involved, the concerns raised by him regarding it were correct in enforcing the rules. Detainees are placed on closed visits, not as a punishment, but as an administrative measure to prevent further instances & minimise the ingress of illicit items to the centre, thus assisting with maintaining the safety & welfare of all detainees & staff.	Unsub (MR audit)						
70															
71	UC 2008-17 - TH ***** NOW PS *****	2/08/2017	(REDACTION - Name withheld)	Unprofessional Conduct	She emailed Sarah Newstead regarding a visit she had had on 3/6 at approx 16:00 - whilst waiting in reception to go in for her visit a member of staff / receptionist named HANNAH, asked if she was visiting her boyfriend. She said he was her friend, then the officer told her about a member of staff called Craig who she said had been eating about her - claiming he liked her. This was inappropriate as she offered to give the lady his mobile number.	Hannah Kennedy James Craig (standing)	25/09/17 (23/09/17)	27/09: Info from Graham Purnell sent to Lee Harford for review. Preliminary investigations showed officer DCO Hannah Kennedy being named. 28/09: Lee advised to send to Debby Weston/Rob Gibson - he wants it to go to either HCU or PSU for investigation instead of us. 28/09: Sent to Debby Weston/Rob Gibson as requested by Lee. 29/09: Interim letter emailed to complainant.	Sent to Debby Weston/Rob Gibson to deal with					TINLEY	Graham Purnell