

Goulder, Karen

From: Goulder, Karen
Sent: 29 September 2017 08:37
To: Lee Hanford
Subject: RE: [CJSM] FW: OFFICIAL SENSITIVE Re:Complaint Outcome - Mr [REDACTED] D87

Thanks Lee,

All updated... good outcome and from what I can see the only recommendation was a commendation for staff.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [REDACTED] DPA
Email: [REDACTED] DPA or [REDACTED] DPA

www.g4s.com/uk

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From: Lee Hanford
Sent: 28 September 2017 18:21
To: Goulder, Karen
Cc: Stephen Skitt
Subject: FW: [CJSM] FW: OFFICIAL SENSITIVE Re:Complaint Outcome - Mr [REDACTED] D87

Hi Karen

Please see attached – assuming you now update the register with the outcomes

Thanks

Lee

Lee Hanford
Director Gatwick IRCs
Custodial & Detention Services
G4S Care & Justice Services (UK) Limited

Tel: [REDACTED] DPA
[REDACTED] DPA

From: Castle Ian (UKIS) [mailto:[REDACTED] DPA]
Sent: 27 September 2017 09:04

To: 'Lee Hanford' <[REDACTED] DPA>

Subject: [CISM] FW: OFFICIAL SENSITIVE Re:Complaint Outcome - Mr [REDACTED] D87

Morning Lee

Hope yesterday's meeting with Stephen Shaw went as well as it seemed to at lunch.

This is a first of a few emails I have received from DEPMU which I believe you should see and action accordingly.

Any issues, let me know.

All the best

IC

Ian Castle
Area Manager - Gatwick
Detention Operations
Immigration Enforcement
Brook House
Perimeter Road South
Gatwick
RH6 0PQ

[REDACTED] DPA

From: Detention Ops Lessons Learned

Sent: 26 September 2017 14:07

To: Castle Ian (UKIS)

Subject: OFFICIAL SENSITIVE Re:Complaint Outcome - Mr [REDACTED] D87

OFFICIAL SENSITIVE

Hi Ian,

The Professional Standards Unit have conducted an investigation into the complaint following an allegation of "gross misconduct and gross medical negligence" made by Mr [REDACTED] D87. [REDACTED] D87 This allegation was made whilst Mr [REDACTED] D87 was detained at Brook House IRC.

The allegations were unsubstantiated.

One recommendation have been made in this report.

The recommendation involves the G4S staff involved in the incident being commended on their actions taken – please confirm that the staff have had letters of commendation issued by G4S management.

Please inform management for G4S and the contract monitors of the outcome of the complaint and forward them a copy of the report and final reply.

If you allocate this recommendations to another party, please copy the Detention Ops Lessons Learnt Inbox into your email so we know who to liaise with for an update.

Alternatively, if you feel that this recommendation cannot be implemented, please provide your reasons for this and we will feed this back to the PSU on your behalf.

Please do not hesitate to contact the Detention Ops Lessons Learned team if you wish to discuss any of these recommendations in more detail.

Kind regards

Nigel

Nigel Malik-Brown
DEPMU North
Returns - Immigration Enforcement,
Home Office,
Soapworks, Block C, Ground Floor, Colgate Lane, Salford Quays, Manchester, M5 3LZ

DetentionOpsLessonsLearnt@homeoffice.gsi.gov.uk

Tel: [REDACTED]

Non-Working Day - Monday

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Goulder, Karen

From: Detention Services Complaints <[redacted] DPA [redacted]>
Sent: 27 September 2017 15:41
To: Goulder, Karen
Subject: RE: PSU reports

Hi Kaz

Please see below,

CRT ref: 14207

PSU ref: IMG/17/1555/1557/6

CMS ref: **131000151103**

Please be advised that the above complaint has now been closed and a copy of the final reply letter and report is attached.

The case was closed on **06/09/17** and found to be **unsubstantiated**.

Mr. [redacted] D377 [redacted] has advised that he would like the IMB informed therefore, can you please forward a copy of the final reply letter to the IMB responsible for Brook House.

Please could you inform Management at Brook House and the Contract Monitor of the outcome of the investigation.

No recommendations have been made

CMS Ref: **131000151075**

IMG ref: IMG/17/1555/1557/007

CRT ref: 14206

Investigating Officer: Kim Shipp

Please find attached Final Reply and Report for Mr. [redacted] D87 [redacted]

The case has been closed from 21/09/2017.

The complaint has been **unsubstantiated** and one local recommendation has been made for Brook House IRC.

PENDING REPORT

Infinity Ref: 14185

CMS Ref: **131000150402**

IMG Ref: IMG/17/1555/1557/5

Please find attached the report and final reply letter for Mr. [redacted] D1747 [redacted]

The case has been closed from 11/09/2017

This complaint has been **unsubstantiated**

PMA

Kaz

Karen Howland

Complaints Lead - Detention Services CSU - Returns
Immigration Enforcement
Home Office

3rd Floor Apollo House
36 Wellesley Rd
Croydon CR9 3RR

Goulder, Karen

From: Begg, James
Sent: 08 September 2017 14:10
To: Gatwick Enquiries
Subject: RE: Official Sensitive - [D87] - Kim Shipp request for additional information

Hello

I don't have the original as that would have gone with [D87] to HMP Wormwood Scrubs. However I will have a copy of some selective pages prior to his discharge from Brook House.

Kind Regards

James Begg
Detainee Custody Manager
Safer Community
Gatwick Immigration Removal Centres
Custodial & Detention Services
G4S Care & Justice Services (UK) Limited

Brook House: [DPA]
Tinsley House: [DPA]
Mobile: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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From: Gatwick Enquiries
Sent: 08 September 2017 13:35
To: Begg, James
Subject: FW: Official Sensitive - [D87] - Kim Shipp request for additional information

Hi James

Would you have the ACDT as per below?

Kind regards

Lorraine

Lorraine Higgins
PA to Centre Director – Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Brook House IRC
Perimeter Road South
Gatwick Airport
West Sussex RH6 0PQ

Tel: +

DPA

Email:

www.g4s.com

Official | Official - Sensitive | Secret | Top Secret

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RESPECT

SAFETY, SECURITY AND
SERVICE EXCELLENCE

INNOVATION AND
TEAMWORK

From: Shipp Kim [mailto: [REDACTED] DPA]
Sent: 08 September 2017 11:43
To: Gatwick Enquiries
Subject: FW: Official Sensitive - [REDACTED] - Kim Shipp request for additional information

Hi,

Is anyone able to deal with my request (detailed below) in Karen's absence please?

Many thanks



Home Office

Kim Shipp
Investigating Officer
Professional Standards Unit
Mobile: [REDACTED] DPA E-Fax: [REDACTED] DPA
E-mail: [REDACTED] DPA

From: Shipp Kim
Sent: 08 September 2017 11:40
To: 'Goulder, Karen'
Subject: Official Sensitive - [REDACTED] - Kim Shipp request for additional information

Hi Karen,

I am in the process of completing Mr [REDACTED]'s report.

In the Temporary Confinement - DCF 3 DC Rule 42 completed by DCM Brackenridge, he makes reference to the ACDT constant observation and Rule 40 paperwork. I have the Rule 40 documents; is there any chance you can send me a copy of the ACDT documents (just the relevant pages that relate to the constant observations from approximately 17:40 hours on 30 June 2017, to the end of that day?

Kind regards, Kim



Home Office

Kim Shipp
Investigating Officer
Professional Standards Unit
Mobile: [REDACTED] DPA E-Fax: [REDACTED] DPA
E-mail: [REDACTED] DPA

Goulder, Karen

From: Gatwick Enquiries
Sent: 23 August 2017 13:39
To: 'Shipp Kim'
Subject: RE: Official Sensitive - Letters for DCO Sean Sayers and DCO Aaron Stokes Re Mr [REDACTED] complaint
Attachments: Sean Sayers statement (23.08.17).pdf [REDACTED] D87

Hi Kim,

Sorry for the delay, Sean was back on shift today, so I caught him and got his statement (as attached)!

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [REDACTED] DPA

Email: [REDACTED] DPA or [REDACTED] DPA

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INTELLIGENCE AND
TEAMWORK

From: Shipp Kim [mailto:[REDACTED] DPA]
Sent: 17 August 2017 10:18 [REDACTED] DPA
To: Goulder, Karen
Subject: RE: Official Sensitive - Letters for DCO Sean Sayers and DCO Aaron Stokes Re Mr [REDACTED] D87 complaint

No worries, I can make out what he has written... just ☺



Home Office

Kim Shipp
Investigating Officer
Professional Standards Unit
Mobile: [REDACTED] DPA E-Fax: [REDACTED] DPA
E-mail: [REDACTED] DPA

From: Goulder, Karen [mailto:[REDACTED] DPA]
Sent: 17 August 2017 10:15
To: Shipp Kim
Subject: RE: Official Sensitive - Letters for DCO Sean Sayers and DCO Aaron Stokes Re Mr [REDACTED] D87 complaint

No worries Kim,

—

Question 1

Mr [D87] and I did have a very good rapport, I would listen to him when he was angry with the home office or other staff members and he was very respectful to me whilst on my wing (Clyde wing)

During the relocation of Mr [D87] I was trying to calm him down hoping that he would recognise my voice and stop fighting against the move, when he finally recognised me he did ask 'why are you doing this' my reply was 'I have to do it, its my job and nothing personal' I was not threatened with disciplinary, but as you are aware control and restraint is part of my duties as a detainee custody officer, which I did explain to Mr [D87] on my return to his room as he continued to ask why I had been part of it.

He was emotional after the relocation and as an officer I felt at the time I needed to be understanding towards him and listen to his problems.

Question 2

Mr [D87] was always reasonable and polite to me. I did ask the manager if he wanted me to try and talk to Mr [D87] as we had a rapport and mutual respect and I thought I could possible get him to move by his own accord. At this time the manager I spoke with told me that it had been taken out of his hands and the decisions was made that we would form a Control and restraint team and enter the room if Mr [D87] did not comply with the instructions given to him.

Question 3

Before the incident involving Mr [D87] we had some long chats about his case, his children and what he had accomplished through his life. After the incident I was signed off with injury after the control and restraint intervention with a shoulder injury so I had no more contact with Mr [D87] as he had been removed from the centre by the time I returned.

This concludes my response.

Sean Sayers
23/08/17

SIGNATURE

—

Goulder, Karen

From: Goulder, Karen
Sent: 17 August 2017 09:20
To: 'Shipp Kim'
Subject: RE: Official Sensitive - Letters for DCO Sean Sayers and DCO Aaron Stokes Re Mr [REDACTED] D87 complaint
Attachments: Aaron Stokes statement (16.08.17).pdf

Hi Kim,

Aaron dropped off the attached last night to me just as I was going home.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [REDACTED] DPA

Email: [REDACTED] DPA or [REDACTED] DPA

www.g4s.com/uk

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From: Shipp Kim [mailto:[REDACTED] DPA]
Sent: 17 August 2017 06:10
To: Goulder, Karen
Subject: RE: Official Sensitive - Letters for DCO Sean Sayers and DCO Aaron Stokes Re Mr [REDACTED] D87 complaint

That's great, thanks Karen.



Home Office

Kim Shipp
Investigating Officer
Professional Standards Unit
Mobile: [REDACTED] DPA E-Fax: [REDACTED] DPA
E-mail: [REDACTED] DPA

From: Goulder, Karen [mailto:[REDACTED] DPA]
Sent: 16 August 2017 16:09
To: Shipp Kim
Subject: RE: Official Sensitive - Letters for DCO Sean Sayers and DCO Aaron Stokes Re Mr [REDACTED] D87 complaint

Hi Kim,

—

18/08/17

Question 1

SIGNATURE

Mr [D87] alleged that both yourself and DCO Sean Sayers visited him to apologise for the way he had been treated on 30 June 2017. Mr [D87] had already explained how well he got on with you both. He said that during the first incident when he was relocated into the CSU Sean was telling him to calm down; and he said to him 'I can't believe you guys are being like this. Why are you doing this Sean?' In response Sean said 'Oh it's not me, it's not me; they were threatening me with disciplinary if I did not do this'. He subsequently said you both visited him later on and said to him [D87], 'we didn't want to do it, and we were both threatened with disciplinary that if we don't do it, we will be disciplined'. He said that he and Sean were quite emotional about the incident.

Please provide your responses to question 1 below:

The statement above is correct in the matter of myself going to visit Mr [D87] and that I didn't want to do it with elaboration of that I did want to do it as I had a good rapport with Mr [D87] however I can't comment on what was said between him and DCO Sayers as I was not present when he allegedly said spoke to him. With regards to 'threatened with disciplinary' I believe this may be a miss interpretation of words as I did say 'I had to do it' as per my duties as a DCO I am duty bound to carry out C&R when required by the company.

Question 2

Mr [D87] said you had also told him that you had both told DCM Dean Brackenridge that you were willing to go and talk to Mr [D87] because you get on with him, and you were sure if you had spoken to him that he would have listened to you both, which Mr [D87] said was absolutely true. He also said that it spoke volumes that you went to apologise, which you could not deny; and that you had tried to speak to the Managers and tell them he was a reasonable man.

Please provide your responses to question 2 below:

The statement above is correct in respect of the matter of the apology as I had a good rapport with Mr [D87]. I would correct the statement of 'Told DCM Dean Brackenridge' to that I had asked if we could have spoken to him but the response was 'It was past that row due to security reasons'.

Question 3

Please add anything else that you may think will assist me in relation to your interaction with Mr [D87] either before, on, or after the date of the incidents.

Please provide your responses to question 3 below:

Myself and Mr [D87] had a good rapport in the respect that we had several conversations about general matters as well as Mr [D87] was a very big character and can be mistaken within brook house as in that he helped many detainees within the centre as well as had no issues with any detainee in the centre that I could recall. However Mr [D87] did become disruptive when he was in a bad mood in the part of becoming quite loud and throwing accusations which could be taken in several different ways. I would like to add that this ~~one~~ ^{encounter above is my only encounter with Mr [D87]} and may not reflect the opinions of others.



Home Office Security
Professional Standards Unit
2nd Floor
Heathrow IRC Harmondsworth
Colnbrook By-pass
West Drayton, Middlesex
UB7 0HB

Mob: [REDACTED] DPA
E-Fax: [REDACTED] DPA
Email: [REDACTED] DPA

DCO Aaron Stokes
c/o Brook House IRC

16 August 2017

(Sent via email to Karen Goulder at
gatwick.enquires@uk.g4s.com)

Dear Aaron,

I am an Investigating Officer and I work for the Home Office Professional Standards Unit (PSU). The PSU is responsible for impartially investigating all serious misconduct complaints from external and internal sources and serious incidents concerning Home Office staff or contractors, to recommend prompt remedial action is taken, and lessons learned, leading to continuous improvement within the Home Office.

My role is to gather information to help me decide whether a complaint is substantiated or not, ensuring complaints are independently investigated in their entirety normally within a 12 week timeframe. I will consider all the evidence and decide whether or not the individual/s have or have not acted in a professional and lawful manner.

As you may be aware, we have received a complaint from Mr [REDACTED] D87. I have attached a copy of the complaint for your perusal. I should make it clear from the outset that I have absolutely no issues with the way that any officers involved dealt with Mr [REDACTED] D87 or the control and restraint used. However, during his interview with the PSU Mr [REDACTED] D87 raised a couple of issues that I would like your response to.

It is not my intention to interview you; I would just like to obtain further information from you in response to the questions I have set out below.

Please try to provide as much information as you can remember; and feel free to add any additional information as you see fit.

It may help if I explained that during his PSU interview Mr [REDACTED] D87 made several references to you and DCO Sean Sayers, with regards to how friendly you were and how much time he spent in the office chatting to you both. He said he had a good rapport with both of you.

Thank you in advance for taking the time to complete my request. Please return to Karen Goulder in a timely manner; or directly to me if you would prefer. Feel free to contact me direct if you have any questions.

Yours sincerely,

Kim Shipp
Investigating Officer

1

Goulder, Karen

From: Goulder, Karen
Sent: 16 August 2017 16:09
To: 'Shipp Kim'
Subject: RE: Official Sensitive - Letters for DCO Sean Sayers and DCO Aaron Stokes Re Mr [REDACTED] D87 complaint

Hi Kim,

I have given Aaron his today and asked for it back as soon as he can. Sean is due in on Friday, so I will give it to him then!

@

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [REDACTED] DPA

Email: [REDACTED] DPA or [REDACTED] DPA

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From: Shipp Kim [mailto:[REDACTED] DPA]
Sent: 16 August 2017 09:24
To: Gatwick Enquiries
Subject: Official Sensitive - Letters for DCO Sean Sayers and DCO Aaron Stokes Re Mr [REDACTED] D87 complaint

Dear Karen,

Please find attached the letters to be forwarded on to Sean and Aaron.

Could you please send them a copy of Mr [REDACTED] D87's DCF 9 form too (attached for reference).

I have asked that they return their responses in a timely manner, either through you or direct to me. Are you able to advise when they are next on duty and likely to have them completed then by?

Kind regards,

Kim

Goulder, Karen

From: Shipp Kim <[REDACTED]>
Sent: 16 August 2017 09:24 [REDACTED]
To: Gatwick Enquiries
Subject: Official Sensitive - Letters for DCO Sean Sayers and DCO Aaron Stokes Re Mr [REDACTED]
Attachments: complaint
Letter to DCO Sean Sayers Re Mr [REDACTED].doc; Letter to DCO Aaron Stokes Re Mr [REDACTED].doc; [REDACTED].pdf

Dear Karen,

Please find attached the letters to be forwarded on to Sean and Aaron.

Could you please send them a copy of Mr [REDACTED]'s DCF 9 form too (attached for eas of reference).

I have asked that they return their responses in a timely manner, either through you or direct to me. Are you able to advise when they are next on duty and likely to have them completed them by?

Kind regards,

Kim



Home Office

Kim Shipp
Investigating Officer
Professional Standards Unit | Home Office Security
Security, Science & Innovation Directorate
Heathrow IRC Hammondsworth | 2nd Floor
Colnbrook By Pass | West Drayton | Middlesex | UB7 0HB
Mobile: [REDACTED] E-Fax: [REDACTED]
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Home Office Security
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E-Fax: [redacted]
Email: [redacted]

DCO Sean Sayers
c/o Brook House IRC

(Sent via email to Karen Goulder at
gatwick.enquires@uk.g4s.com)

16 August 2017

Dear Sean,

I am an Investigating Officer and I work for the Home Office Professional Standards Unit (PSU). The PSU is responsible for impartially investigating all serious misconduct complaints from external and internal sources and serious incidents concerning Home Office staff or contractors, to recommend prompt remedial action is taken, and lessons learned, leading to continuous improvement within the Home Office.

My role is to gather information to help me decide whether a complaint is substantiated or not, ensuring complaints are independently investigated in their entirety normally within a 12 week timeframe. I will consider all the evidence and decide whether or not the individual/s have or have not acted in a professional and lawful manner.

As you may be aware, we have received a complaint from Mr [redacted] D87. I have attached a copy of the complaint for your perusal. I should make it clear from the outset that I have absolutely no issues with the way that any officers involved dealt with Mr [redacted] D87 or the control and restraint used. However, during his interview with the PSU Mr [redacted] D87 raised a couple of issues that I would like your response to.

It is not my intention to interview you; I would just like to obtain further information from you in response to the questions I have set out below.

Please try to provide as much information as you can remember; and feel free to add any additional information as you see fit.

It may help if I explained that during his PSU interview Mr [redacted] D87 made several references to you and DCO Aaron Stokes, with regards to how friendly you were and how much time he spent in the office chatting to you both. He said he had a good rapport with both of you.

Question 1

Mr. [§ 87(2)(b)] alleged that both yourself and DCO Aaron Stokes visited him to apologise for the way he had been treated on 30 June 2017. Mr. [§ 87(2)(b)] had already explained how well he got on with you both. He said that during the first incident when he was relocated into the CSU you were telling him to calm down; and he said to you *'I can't believe you guys are being like this. Why are you doing this Sean?'* In response you said *'Oh it's not me, it's not me; they were threatening me with disciplinary if I did not do this'*. He subsequently said you both visited him later on and said to him [§ 87(2)(b)] *'we didn't want to do it, and we were both threatened with disciplinary that if we don't do it, we will be disciplined'*. He said that he and you were quite emotional about the incident.

Please provide your responses to question 1 below:

Question 2

Mr. [§ 87(2)(b)] said you had also told him that you had both told DCM Dean Brackenridge that you were willing to go and talk to Mr. [§ 87(2)(b)] because you get on with him, and you were sure if you had spoken to him that he would have listened to you both, which Mr. [§ 87(2)(b)] said was absolutely true. He also said that it spoke volumes that you went to apologise, which you could not deny; and that you had tried to speak to the Managers and tell them he was a reasonable man.

Please provide your responses to question 2 below:

Question 3

Please add anything else that you may think will assist me in relation to your interaction with Mr. [§ 87(2)(b)] either before, on, or after the date of the incidents.

Please provide your responses to question 3 below:

—
Thank you in advance for taking the time to complete my request. Please return to Karen Goulder in a timely manner; or directly to me if you would prefer. Feel free to contact me direct if you have any questions.

Yours sincerely,

Kim Shipp
Investigating Officer

Received 3/17/17

C/owner CCLZ

Family Name: D87	First Name(s): D87
Date of Birth: DPA	Nationality: D87
CID Reference Number:	Current Location (IRC or STHF name, other): NIGERIAN
HO Reference Number:	
NOMIS Number: <i>Post Ref: D166645</i>	Brook house (IRC)
Location where the incident you are referring to in your complaint occurred (IRC, STHF, other):	
Contact details – email address and mobile telephone number:	

Have you previously spoken to anyone about your complaint? Yes ☒ No ☐

If 'Yes', to whom did you speak?

Staff

Is this a complaint about healthcare services or staff?

Yes ☒ No ☐

If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records. Do you give permission for the investigating officer to have access to your medical records?

Yes ☒ No ☐

Please provide a telephone number/forwarding address/email address if you wish to receive a reply after you have left detention. Any reply by email will not be encrypted.

A copy of your complaint and the response, unless marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) responsible for the facility you are detained in to allow them to monitor the way in which the complaint was handled. If you do not wish the IMB to see a copy of your complaint or response please tick this box: ☒

The submission of a complaint will not affect consideration of your immigration status and will not prevent you from being removed from the United Kingdom, unless it is a complaint of a serious assault and involves a police investigation.

The submission of a complaint will have no influence as to whether or not you will be transferred to another immigration removal centre.

Details of your complaint and what you would like to see done about it:

(Continue on a separate page if necessary)

GROSS misconduct and gross Medical
Negligence of Members of
Staff of G4S.

P.D.O.

find attached Complaint

Signature:

Date:

PLACE THE COMPLETED FORM IN THE YELLOW IMMIGRATION
ENFORCEMENT COMPLAINTS BOX

On the 30th of June 2017 At Approximately
- 5.20pm. I was attacked by a group of
officers, in a cell where I was placed on Removal
from association. in Echo wing.

Two white shirt managers opened the cell door,
then they said that I was getting moved from
Echo wing where I was already ~~Excluded~~ from the
regular regime, ~~to~~ + Solitary Confinement.
C.S.U. where you remain in a cell locked
up, twice in prison. for 24 hours. with a
Smilan hear say Chinese whispers & accusations,
that I threaten member of G4S Staff.
with out investigation or evidence.

This attack has resulted to me having injuries
then they forced me into a cell I was left
here with no food or water, in claims that I
was a Dangerous animal. i.e Lion.

This is in Continuation of what was caused
by Michael Brown. I will not be Surprised that
he arranged that forced move in other for
over up, because I put in a Complaint & be-
er, this future behaviour is becoming very
angry for me and the members of G4S
staff.

Being in mind that I am A father, Some one's Son,
and Peoples Brother.

All of my human basic right has been abused
in this authority. which is unacceptable.

On the same day I was so frustrated that I said that I was going to take my own life, because I was denied of food, water and extra, which is very disturbing for G4S or Company. My legal representatives are now opening a Criminal Investigation about this incident that took place in Brook house (IRC). (Contracted to G4S).

Furthermore, I closed the flap of my cell door with a tissue and remained silent after I have been ignored by all the members of staff that participated in such atrocity. The Health Care was informed, that I was trying to take my life. In assumption that was the case it took an hour and half for the door to open, with about 13 officers geared up running toward me who was supposed to be dead. I was not seen by a doctor or a nurse. amounting to gross Negligence. up to date. 2/07/2017. The behaviour of the members of staff on that day was deplorable. They placed me rather on constant watch with no food no water no Bed, as they took the mattress out when they ran in on me, saying that they Good members of staff looked after me later that night. by replacing my bed and providing me with my food and water at about 11.45 PM on Sunday.

Am aware that G4S staff are coming out
witnessing it is chilling.
To whom it may concern. I would like a thorough
investigation over this incident, so that it doesn't
repeat itself.
I will like all the members of staff that
participated on that day to be investigated as
well.

I now know the whole ^{shift} managers on that day
to be BEN & DEAN.

Thanks

D87

D87

SIGNATURE



Home Office Security
Professional Standards Unit

2nd Floor
Heathrow IRC Harmondsworth
Colnbrook By-pass
West Drayton, Middlesex
UB7 0HB

Mob: [REDACTED] DPA

E-Fax: [REDACTED] DPA

Email: [REDACTED] DPA

DCO Aaron Stokes
c/o Brook House IRC

16 August 2017

(Sent via email to Karen Goulder at
gatwick.enquires@uk.g4s.com)

Dear Aaron,

I am an Investigating Officer and I work for the Home Office Professional Standards Unit (PSU). The PSU is responsible for impartially investigating all serious misconduct complaints from external and internal sources and serious incidents concerning Home Office staff or contractors, to recommend prompt remedial action is taken, and lessons learned, leading to continuous improvement within the Home Office.

My role is to gather information to help me decide whether a complaint is substantiated or not, ensuring complaints are independently investigated in their entirety normally within a 12 week timeframe. I will consider all the evidence and decide whether or not the individual/s have or have not acted in a professional and lawful manner.

As you may be aware, we have received a complaint from Mr [REDACTED] D87. I have attached a copy of the complaint for your perusal. I should make it clear from the outset that I have absolutely no issues with the way that any officers involved dealt with Mr [REDACTED] D87 or the control and restraint used. However, during his interview with the PSU Mr [REDACTED] D87 raised a couple of issues that I would like your response to.

It is not my intention to interview you; I would just like to obtain further information from you in response to the questions I have set out below.

Please try to provide as much information as you can remember; and feel free to add any additional information as you see fit.

It may help if I explained that during his PSU interview Mr [REDACTED] D87 made several references to you and DCO Sean Sayers, with regards to how friendly you were and how much time he spent in the office chatting to you both. He said he had a good rapport with both of you.

Question 1

Mr [§ 87(2)(b)] alleged that both yourself and DCO Sean Sayers visited him to apologise for the way he had been treated on 30 June 2017. Mr [§ 87(2)(b)] had already explained how well he got on with you both. He said that during the first incident when he was relocated into the CSU Sean was telling him to calm down; and he said to him *'I can't believe you guys are being like this. Why are you doing this Sean?'* In response Sean said *'Oh it's not me, it's not me; they were threatening me with disciplinary if I did not do this'*. He subsequently said you both visited him later on and said to him [§ 87(2)(b)] *we didn't want to do it, and we were both threatened with disciplinary that if we don't do it, we will be disciplined'*. He said that he and Sean were quite emotional about the incident.

Please provide your responses to question 1 below:

Question 2

Mr [§ 87(2)(b)] said you had also told him that you had both told DCM Dean Brackenridge that you were willing to go and talk to Mr [§ 87(2)(b)] because you get on with him, and you were sure if you had spoken to him that he would have listened to you both, which Mr [§ 87(2)(b)] said was absolutely true. He also said that it spoke volumes that you went to apologise, which you could not deny; and that you had tried to speak to the Managers and tell them he was a reasonable man.

Please provide your responses to question 2 below:

Question 3

Please add anything else that you may think will assist me in relation to your interaction with Mr [§ 87(2)(b)] either before, on, or after the date of the incidents.

Please provide your responses to question 3 below:

Thank you in advance for taking the time to complete my request. Please return to Karen Goulder in a timely manner; or directly to me if you would prefer. Feel free to contact me direct if you have any questions.

Yours sincerely,

Kim Shipp
Investigating Officer

