

Received  
21/8/17

BHHC/22/17

Family Name: <b>D1892</b>	First Name(s): <b>D1892</b>
Date of Birth: <b>DPA</b>	Nationality: <b>ALBANIA</b>
CID Reference Number: <b>11335421</b> HO Reference Number: <b>NEX/4909962</b> NOMIS Number:	Current Location (IRC or STHF name, other): <b>BROOK HOUSE IRC</b>
Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): <b>BROOK HOUSE IRC.</b>	
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? **DETAINEE CUSTODY MANAGER**

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)

I wish to make a complaint about the Healthcare at Brookhouse. Because I am Very ill and the stress of being here is too much. My Close family died yesterday and my family need me! (in England)

Signature

Date: 29/08/2017

PLEASE COMPLETE FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX



Health Services (UK Limited)

Ref no: BHHC/21/17

21/8/17

D1892

Brook House IR  
Perimeter Road South  
West Sussex  
RH6 0PQ

Dear D1892

I am writing in response to your letter of complaint from NHS England regarding Your concerns over your treatment from healthcare at Brook house

Firstly, I do want to apologise if you were unhappy with the treatment you received. Let me reassure you that that we ensure that the utmost care is given to our detainees. I have now completed my investigation into your complaint and I am pleased to offer the following response.

However before I do so, may I take this opportunity to say how we aim to provide the highest standard of care to detainees. Complaints are always treated seriously and used as an opportunity to learn and improve services.

The investigation into your complaint was conducted by myself, Chrissie Williams, Clinical Lead. It involved me talking to those staff involved and reviewing your case records.

I am very sorry to hear of your loss and understand this is causing you distress. however if you are feeling unwell I would advise you to attend healthcare to enable us to assess you and treat you accordingly .

If you are not satisfied with our response, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. You can contact their helpline on 0345 015 4033, email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) , fax 0300 061 4000 or via post Millbank Tower, Millbank, London, SW1P 4QP. Further information about the ombudsman is available at [www.ombudsman.org.uk](http://www.ombudsman.org.uk) .

Yours sincerely  
Chrissie Williams  
Clinical Lead  
Gatwick IRC'S