



Brook House
Date: 19th June 2017

D1165

DPA

Dear D1165

Complaint Reference Number: CMS 131000147707

Thank you for your complaint dated the 23rd of May 2017 concerning treatment from staff and missing property. I am writing to advise that I have now completed my investigation and would like to offer the following response.

This investigation was conducted by myself and involved me firstly reading your complaint to see what had happened that led to the complaint. I then checked if you were still in the centre and unfortunately you had been transferred before I could see you to discuss the issues you mentioned. Due to the fact that the allegation in your complaint did not reference any specific incident, area and or person directly, I did not review any CCTV footage. I did look at our in-house system where we record details about any observations made by staff on residents to ascertain if anything was noted about any incident linked to you, and I also had a look at the logs we keep on incidents and room clearances.

Your complaint was about two main issues which have been investigated.

Firstly, you wrote that whilst at Brook House, you had been mistreated, bullied and mentally tortured.

In your complaint you did not offer any specifics regarding any one issue, officer, area or what led you to believe that you had been mistreated, bullied or mentally tortured whilst at Brook House, so this element is difficult to investigate.

I could see from the notes on our system, that you were seen by a Mental Health Nurse (RMN) after an incident on the 14th of May, but when Healthcare were contacted, they advised that there was nothing noted for you contacting them to discuss any concerns regarding being mentally tortured.

Regarding being bullied or mistreated, we keep a log of any issues regarding bullying, and we have the facility to open up Anti Bullying booklets on detainees. These booklets allow us to monitor issues between detainees and allow us to ensure the safety and wellbeing of all people involved by taking any necessary or appropriate action. I looked at the log from when you arrived at Brook in April, to when you left the centre in May, but your name did not appear.

I then looked at our in-house system to see if there were any incidents or observations logged regarding any issues with detainees or staff. We had noted that on the 3rd of May you had been calling 999 to try to get an Ambulance to attend site because you said you were constipated, but they did not want to attend.

There are notes on the system from one of our Safer Community Detainee Custody Managers regarding an incident on the 14th of May where your roommates spoke to officers regarding concerns they had about your behaviour. They claimed you had got agitated after a TV channel was changed and you made a strong comment which they decided to report. After this, you then made a complaint to the officers that your roommates wanted to fight you all night and you demanded they call the Police, but the manager was already dealing with your concerns as she had spoken to you about them. The manager recommended that you were seen by a Mental Health Nurse (RMN) over concerns about you on medical grounds and suitability to share, and I note from Healthcare that you were seen. On this same day, you also went to Welfare demanding they call the Police for you, but when asked why you wanted them to call the Police you just said there was something wrong with this place; then when they asked what it was that was wrong with the centre, it was noted that you shouted at them.

I cannot find evidence to support that you have been mistreated, bullied or mentally tortured whilst being at Brook House and so I am unable to uphold this aspect of your complaint. I believe staff have acted accordingly in the best interest of you and your fellow detainees based on your concerns and the behaviour seen, and safeguarded your wellbeing by moving you to a different wing when you raised issues regarding your roommates. You were also seen by an RMN nurse over concerns about you on medical grounds and suitability to share. The perception of feeling safe is a personal thing and upon you raising concerns there are clear records that the officers you approached acted on your concerns and took appropriate actions to keep you safe.

Secondly you said that you had moved from C Wing, to B Wing, to A Wing and then to D Wing, but you noted that your luggage, degree and diplomas were still in A Wing Room 102 and no-one was taking responsibility for giving them back to you.

Having arrived at Brook House, you were allocated a bed on our Induction Wing - Beck Wing, which is what happens to the majority of people who arrive here. Once you had completed your induction, you were then allocated a room and bed space on one of our general association wings - Clyde Wing. This is because from induction, residents are moved to one of the main wings as part of the process at Brook House. Then on the 14th of May 2017, we moved you to a room on Arun Wing because of the allegations you made regarding your roommates.

On the 19th of May 2017 you refused to show your Identification card and pushed passed an officer to gain entry onto the wing and due to your behaviour, you were placed onto Removal from Association (DCF 1 Rule 40) in our Care and Separation Unit (CSU). The room you had been in, room 102 on Arun Wing was cleared by two officers on the same day you left the room and the property was taken to our Reception Store room where it was kept until you left the center on the 27th of May 2017.

Once you were taken off of Rule 40, you were moved to Dove Wing, as based on the risk from previous issues raised from Arun and Clyde Wing, and Dove Wing had suitable bed space to accommodate you.

From all the details above, looking at the evidence, dates, and reasons for you being moved, and what happened to your property and our current process I am unable to uphold this element of your complaint. When you arrived at Brook House, you would have been advised that anything you took into the centre with you on your person was your own responsibility and anything valuable should be locked away in your locker in your room; so items in your room or locker would have been collected during the room clearance. There was no record to show that you had approached any officers to retrieve your property from the Reception Store Room, but everything that was removed from your room was given back to you when you left the centre on the 27th May of 2017.

Any expression of dissatisfaction from a resident is taken seriously, irrelevant of the outcome, and we will endeavour to learn to continuously improve our service and care.

I hope you feel satisfied with the way in which your complaint has been handled, however, should you wish to discuss any aspect of it, please feel free to contact me.

If you remain dissatisfied you may also appeal to the Prisons and Probation Ombudsman who is independent of Immigration Enforcement and G4S. You must do this within three months of receiving this letter. I have enclosed a leaflet which explains the process "How to complain to the Ombudsman". This leaflet can also be found at http://www.ppo.gov.uk/wp-content/uploads/2014/06/PPO_Complaint_leaflet_Dec_2013.pdf

The PPO cannot deal with any complaints relating to your immigration status, including any decision to remove you from the United Kingdom, nor does the PPO deal with complaints about healthcare. You can only appeal to the PPO if you are the person with the complaint. Complaints from third parties cannot be accepted.

To help us continually improve our Complaints Handling Process, we have also enclosed a Complaints Handling Feedback Form with this letter which we ask that you complete and return to the Home Office (by posting, emailing or placing it in the Home Office Complaints Box).

I would like to take this opportunity to thank you for bringing your concerns to our attention.

Yours sincerely

Signature

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DPA