



Brook House
Date: 21st May 2017

D119

Room 215a
Arun Wing
Brook House IRC

Dear **D119**,

Complaint Reference Number: CMS 131000144917

Thank you for your complaint dated 22nd April 2017 concerning alleged harassment that you have experienced from G4S staff. 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 interviewing G4S employees and residents, viewing CCTV footage and examining records of reports.

Your complaint referenced the treatment you had received from officers over a three day period. The main issues included when you were spoken to about your level of cleaning and that you felt that staff antagonised you and called you names on the 21st April 2017. I can confirm these issues have been investigated.

Firstly, you felt unhappy that you did not get let out to conduct your cleaning but was then spoken to regarding this. As you are aware, detainees are let out 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, for Health and Safety, auditing and decency purposes. Should the required standard not be met, then DCO's working the Unit are encouraged to challenge the standard and request that the duty is repeated. In view of this, this aspect of your complaint is not substantiated.

I have investigated the second aspect of your complaint regarding the conduct of G4S officers. Following an internal G4S investigation, I have carefully reviewed the evidence I have obtained during this and I have concluded that I am upholding this aspect your complaint. This is because of independent witnesses, including other detainees and officers, verifying your account.

I acknowledge that the actions of a member of staff have caused you distress and I would like to offer my apologies for this and I hope to help prevent a recurrence. I would also like to reassure you that we do take complaints seriously with a view to learn from them and constantly improve the service we provide.

G4S expect staff to be polite and professional at all times and 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 and supporting HR policies.

In conclusion, I am partially upholding your complaint and 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.

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.

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

p.p.  **Signature**

Michelle Brown
Head of Safeguarding
G4S Gatwick IRCs
Brook House
Perimeter Road South
Gatwick
RH6 0PQ

 **DPA**