



Brook House
Date: 21/07/2017

D1399
DPA

Dear D1399

Complaint Reference Number: CMS 131000152059

Thank you for your complaint dated the 7th of July 2017 concerning you not being happy with the way in which you were spoken to by an officer on Beck wing. 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 speaking with the officers who were present on Beck wing on the day of the incident.

Your complaint contained one main issue which has been investigated.

You felt unhappy with the way in which a particular officer spoke to you when you told him that you felt uncomfortable with there not being any curtains in your room. You said that the way in which the officer spoke to you was aggressive and you claimed that the officer stated that he would make your life difficult.

All arrivals into Brook House are moved into rooms on our Induction wing, which is Beck Wing, which is where you were located when you arrived into the centre on the 5th of July. From the Induction wing it is common practice that once a resident has been inducted into the centre, they are moved from the Induction wing and onto a general population wing, which is where you were due to go on the day you wrote the complaint.

Having spoken to the officers who were on Beck wing on that day I believe that the officer was not aggressive towards you. The officer did explain to you that there were no curtains available at that time and then explained that although you were not happy with this, you would be relocating to general population on another residential unit that same day and that hopefully your new room would have curtains in it already.

Further to this conversation, the officers on Beck wing on the day in question also stated that after the conversation in your room, you then entered the wing office later that day and apologised for the way in which you had spoken to the officer whilst in your room regarding the curtains.

Having carefully reviewed the evidence I have obtained during this investigation, I have concluded that I am unable to uphold your complaint. This is because it was explained to you that you were due to move to a room on a different wing which should have been more comfortable for you and would have had the curtain, and there was no evidence to suggest that the officer was rude to you, particularly as you had even gone to the wing office later in the day to apologise for how you had spoken to him.

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,

p.p. **Signature**

Nathan Ring
Detainee Custody Manager
Brook House Immigration Removal Centre
Perimeter Road South
Gatwick
RH6 0PQ

DPA