



Brook House
Date: 14/08/2017

D612

CID Ref: 6924655 / Port Ref: C1237263
Harmondsworth IRC
Colnbrook By-Pass,
Harmondsworth,
West Drayton
UB7 0HB

Dear D612,

Complaint Reference Number: CMS 131000152804

Thank you for your complaint dated the 15th of July 2017 concerning the alleged treatment you received from a member of 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 me and involved reviewing your property paperwork and interviewing the manager you mentioned in your complaint.

Your complaint contained three main issues which have been investigated.

Firstly, you felt unhappy that the manager was very aggressive towards you when you were leaving Brook House.

Having spoken to the manager, he described your relationship on the wing as a very professional one and he stated that until the day you left you never had crossed words or got annoyed with each other. On the day in question, the manager states that you were very unhappy about leaving Brook House and didn't want to go and stated that you were not going to go anywhere. He told me that he tried to explain to you that it is the Home Office who make these decisions, but you were not willing to listen and, in doing so, also refused to sign any of the paperwork for your property.

Having carefully reviewed this evidence I have concluded that I am unable to uphold this aspect of your complaint. This is because at the time the manager was only trying to explain things to you, but you refused to listen and you would not take any notice.

Secondly, you said that you had a Samsung phone which had gone missing from your room. You stated the staff on the wing cleared your room but did not give you your phone.

I can see from your property account on our system that you did indeed bring a Samsung phone into the centre. Before you left Brook House you were given the opportunity to go through your property and make sure everything was present, which

included property from your room following the room clearance along with the property which had been held for you in our stored property. You did this in front of an officer who recalled you were looking for a sim card in pockets of various pairs of jeans, but she said that at no time did you mention that your Samsung Phone was missing.

Having carefully reviewed the evidence I have obtained during this investigation, I have concluded that I am unable to uphold this aspect of your complaint. Although I can see that you did indeed bring a Samsung phone into the centre, at no time when you were leaving did you mention you had not got it, nor was it on the clearance sheet. As this was your own phone I would have thought it was important enough to that you would have made sure it was in your possession when you left Brook House, but as I mentioned above, at no point did you mention it was missing to the member of staff, even after going through your property.

Lastly you said you were never paid for the work you undertook.

As a paid worker you were employed as a Laundry worker from the 5th July till the 15th and the 14th being the last day you worked. Having checked our payment system you were paid from the 5th July until 11th, however you were not paid for the 12th, 13th and 14th. If you had brought this to our attention at the time then a manager would have made those payments to you. On the 15th, which was the day you left, the manager could not find you on our system as your account had already been closed, which is why he was unable to pay you your outstanding amount.

Having carefully reviewed the evidence I have obtained during this investigation, I have concluded that I am upholding this aspect of your complaint. This is because we do indeed owe you for the missed payments as a Laundry worker which amounts to £10.50.

I would like to apologise for this and assure you that our paid work coordinators and managers have been reminded to be vigilant when it comes to checking workers have been paid for the work they have done. I would also like to be able to pay you the outstanding amount you were due, so if you are able to confirm back to us that you have received this response and are happy to accept payment via the post to you at Harmondsworth, then I will arrange this. I have attached a form for you to sign and return to me as soon as you are able, then we can arrange for the payment to be sent.

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.

Having concluded the investigation into all the issues you have raised I have found your complaint to be partially upheld.

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**

J Williams
Residential and Regimes Manager
G4S Gatwick IRCs
Brook House
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Gatwick
RH6 0PQ

DPA