



Brook House
Date: 26/10/2017

DPA

Dear **DPA**

Complaint Reference Number: CMS 131000160943

Thank you for your complaint dated the 7th of August 2017 concerning an officer's attitude towards you and your partner while you were having a social visit in the Visits Hall. 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. Having read your complaint I then had a look at your partner's observations records on our in-house system to ascertain if anything was recorded about this incident or any other incidents of a similar nature. I arranged and conducted interviews with Detainee Custody Officer (DCO) M. Earl and Detainee Custody Manager (DCM) M. Penfold. I also used CCTV footage to get a better picture of what took place on the dates and times mentioned.

Your complaint contained two main issues which have been investigated.

Firstly you felt unhappy that during your social visit, 'I was showing my partner my leg and the table slightly moved from its position,' and on Officer came over, 'he came over abruptly and said, "Don't move the table"; I replied that it had only moved slightly. His demeanour and body language was defensive and wanted to show authority. I took no notice and carried on with my visit.'

The issue rose alleging that the officer's behaviour and demeanour was less than what is expected was very concerning to read about and so I set out to find out what took place and why. During interview the officer; DCO M. Earl explained what had happened from his point view and DCM M. Penfold explained that he had spoken to you and DCO M. Earl regarding the issue that was brought up.

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. This is because the CCTV evidence viewed showed that your version of events did not match with what happened and what had taken place.

Secondly you felt unhappy that on arrival for your social visit, 'I text my partner to say that I had arrived and to make his way as previously he has taken ages as he did not hear his name being called as he is deaf,' and 'On this occasion my partner has made his way and Mark has told him to go back to his wing. My Partner has then spoken to an operative on the wing who told him not to worry and go back. By this time I am in the visitor room waiting for him wondering why he is taking so long, so I spoke to one ladies at the desk and she said don't worry she would get someone to bring him. Then my partner has come through the doors.' You went on to explain that he said the officer told him to go back why he had taken so long to get there and later in the conversation you explained he said the officer M. Earl had told him, "tell your partner not to move the table," which left you feeling upset.

Having carefully reviewed the evidence I have obtained during this investigation, I am unable to uphold this aspect of your complaint because I find that the evidence shows that previous visits have been un-necessarily challenging from your actions. I understand that it appears that your partner was sent away and this could have been avoided with a few phone calls but unfortunately I believe the early text message you sent him to come to the visits may have got him there a few minutes before he should have and this is where I believe the major issue sits.

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.

From your complaint, I will make some recommendation regarding informing detained individuals of information such as visitors arriving and what we say to a individual if they have a visit.

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