

DPA

Complaints Department
Brooke House IRC
Gatwick Airport
West Sussex
RH6 0PQ

To Complaints Team

I would like to complain about one of your operatives Mark EARL.
There have been two incidents involving Mark which have both upset myself and my partner who is currently being held at Brooke House.

The first incident occurred on 30/07/2017 I came to visit my partner at 1830 hours. I was showing my partner my leg and the table slightly moved from its position. 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 second incident occurred on the 02/08/2017 which was also an evening visit as I had to come after work. 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. All the staff that I have come into contact with since my partner arrived at Brooke House has been helpful, understanding, shown compassion and dignity. They are all aware my partner is deaf and do their best to help. 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 to 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 of the 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. I asked him why he took so long and he said 'that guard told me to go back'. I was very upset at this but I carried on with my visit. Then through conversation I asked my partner if something was wrong he then told me that before he came out Mark said to him 'tell your partner not to move the table' which upset my partner. I was really upset with this as it ruined my visit. I don't know what problem Mark has with me but I have done nothing wrong for him to be behaving like this. My partner has a disability, he is deaf all the other staff are aware and accommodate him. He is not a criminal and due to the way the Home Office is run has ended up in Brooke

House. The posters on the wall in your building state that everyone will be treated in a human way. I am now left worried about my partner as I don't know what Mark can do and get away with. I don't think he should be working in this type of environment where compassion and empathy are needed. I am aware that there needs to be rules which need to be followed but your staff should be aware and know how to assess people once they have interacted with them.

I spoke to Mark PENFOLD OSCAR 1 supervisor on the day and I raised my concerns, he was very pleasant and reassured me that everything would be fine.

I have taken my time to send in this complaint as there maybe vulnerable people at the centre who maybe being bullied by this Mark but are unable to voice their concerns fear of repercussions.

I would also like to say that all the other staff myself and my partner have come into contact with have been brilliant.

My partner is DPA DOB DPA

Kind Regards

Signature

DPA