



Location: Brook House
Date: 4th April 2017

Mr **D334**
Room 120b
A Wing
Brook House

Dear Mr **D334**

Complaint Reference Number: CMS 131000140941

Thank you for your complaint dated the 4th of March 2017 concerning your escort to East Surrey Hospital on that same day. I am writing to advise that I have now completed my investigation and would like to offer the following response.

The investigation into your complaint was conducted by Caz Dance-Jones, Operations Manager within the Gatwick Immigration Removal Centres. It involved meeting with yourself to gather further information on the incident; interviewing the staff that completed the escort to obtain their version of events; checking CCTV footage of our Detainee Discharge area to check the application of the handcuffs on leaving Brook House; looking at records and reviewing intelligence reports as requested by you in your complaint.

Your complaint contained 3 main issues surrounding an escort to East Surrey Hospital on the 4th of March, those being: the handcuffs not being applied correctly; staff not acting professionally towards you or paying attention and you being asked for the incident to not be reported.

The Deputy Director and Head of Brook House, Steve Skitt, issued Terms of Reference following this incident, for an internal investigation to be completed under the company disciplinary procedures and I can confirm at this point, that a number of security concerns have been identified.

The internal investigation is still on going at present and has the potential for disciplinary action against staff. I am aware that Steve Skitt has spoken to you and informed you that an investigation has been commissioned and that he will write to the Home Office with the outcome of the key factors in this case, which is the action you requested as a resolution to your complaint.

Having carefully reviewed the evidence obtained during this investigation, I can confirm that your complaint has been partially upheld and the Home Office will be made fully aware of the breakdown of the outcome and I assure you that actions have been taken to prevent any further incidents of this nature.

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

Caz Dance-Jones
Operations Manager
G4S Gatwick IRCs
Brook House IRC
Perimeter Road South
Gatwick
RH6 0PQ

DPA