



7th April 2017

Name Irrelevant
DPA

Dear Mr. [Name Irrelevant]

Complaint Reference Number: CMS 131000141216

Thank you for your official complaints dated 8th and 10th March 2017 and three subsequent emails dated 15th March 2017 concerning [D3477]. My aim is to respond to your concerns however as I do not have [D3477] permission to disclose confidential information to you I will not be able to include full details. After being forwarded your complaints I contacted you on the phone to discuss your concerns in full and to reassure you that we were taking steps and had already taken action to ensure the welfare of [D3477].

In your written complaints and emails you raised a number of concerns about [D3477]. [D3477] I have listed the issues below:

- [D3477] is being detained unlawfully,
- [D3477] was being bullied by staff regarding his orientation,
- He had no access to translation
- He has been self-harming
- He has mental health concerns
- He may be taking drugs with new room mate
- You saw him with new cut marks

I am aware that you previously raised similar concerns about [D3477] through a number of channels late in February which were passed to me to look into. I called you on 28th February to discuss this and to reassure you that [D3477] was being looked after appropriately and at that time staff had no concerns about [D3477].

The decision to detain [D3477] was taken by the Home Office. G4S are not involved in decisions to detain or keep a person in detention, a point which we discussed, so I am unable to comment further on this element of your complaint.

In relation to [D3477] being bullied by staff, drug taking, recent self-harm, access to translation and mental health concerns a number of actions were taken and I explained these to you when we spoke on the phone. Prior to this call I asked Detainee Custody Officer Owen Syred to meet with [D3477] to check on his welfare. Officer Syred had built a very good relationship with [D3477] and had been working closely with him to progress his case in the direction [D3477] wanted it to go in.

Officer Syred reported to me that [D3477] was now settled at Brook House and was appreciative of the support he had been given. I also spoke with Home Office AO Colin Case who had been working with [D3477] to progress his case. AO Colin Case stated to me that the telephone translation service was used during every meeting he had with [D3477] to ensure he fully understood the discussions that took place.



D3477 stated to Officer Syred that he had no concerns with the officers at Brook House and was getting on well with the person he was sharing his room with as they could speak the same language. Officer Syred confirmed that he had assisted **D3477** to send his bail application via fax with the address that you had supplied for him.

During Officer Syred's interaction with **D3477** no new self-inflicted marks could be seen, **D3477** also said that he had not self-harmed. Our Safer Community Manager James Begg went to see **D3477** the next day and confirmed this.

I have found no evidence to support concerns that **D3477** was involved with the drugs at the centre and cannot comment on his mental health. To reassure you, all detainees arriving at Brook House are thoroughly screened by Healthcare. Once in the centre, detainees have access to Healthcare, which includes qualified Mental Health nurses.

Once again thank you for raising your concerns and I hope the information I have provided assures you that **D3477** welfare was our primary concern during his time with us. For the reasons mentioned above I am confident that all appropriate steps were taken to safeguard **D3477** and assist him.

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 attached a Complaints Handling Feedback Form with this letter which we ask that you complete and return to the Home Office (by posting or emailing).

I would like to take this opportunity to thank you for bringing your concerns to our attention.

Yours sincerely

Signature

Dan Haughton
Support Services Manager
G4S Brook House,
Perimeter Road South, Gatwick, RH6 0PQ

DPA