

CHS 13100156351
(MC - Unfair Treatment)



Posted

Correspondence Address:
Spencer House
29 Grove Hill Road
Harrow On The Hill
HA1 3BN
DX 4216 Harrow

t: **DPA**
f:
www.duncanlewis.com

Sulaima Ali
Public Law
ddl: DPA
DPA
Branch: EC2

Branch: EC2

RE: Formal Complaint about our Client's Treatment in Detention

We write on behalf of our client, [REDACTED] D1538 who was a detainee at Brook House Immigration Removal Centre from 2 June 2016 until an unknown date in July 2017, when he was moved to Harmondsworth IRC.

Recently, our client has disclosed to us several allegations of mistreatment by detention centre staff during his time detained at Brook House IRC. We are writing to make you formally aware of these allegations and to provide you with an opportunity to investigate and respond to the specific allegations which our client is making.

The first allegation is that, on 3 June 2017, there was an incident involving the use of the computer room. Our client states that he was denied use of a computer by a detention officer and that he was not provided a reason for this. Our client then alleges that the detention officer called over other detention officers who then pushed and tried to slap him. Our client was calm until this point but then looked to defend himself. As a result of this incident, the manager was called over and our client was sent to isolation for 24 hours and banned from the computer room for 7 days.

The second allegation is that, on 28 June 2017, our client attempted to go over to C-wing where another detainee had offered to provide him with some clothes. Our client only had a T-shirt and some shorts to wear. Our client alleges that a detention officer told him that he was not allowed to go to C-wing and that he needed to change his clothes as he 'looked gay'. Our client is a gay man.



who is very concerned about other detainees finding out about his sexuality. Our client says that he was therefore very upset about this comment and reacted angrily. We are instructed that our client was taken to the office of the staff member and given a written warning for his behaviour.

We would be grateful if you could provide all written records in relation to the above two incidents. Unfortunately, our client cannot remember the names of the detention officers involved in these incidents.

In light of the above, we request that the above allegation is investigated and that a written response is provided to us confirming this, and the outcome of any investigation carried out. We consider this to be a very serious allegation which, if true, shows a disregard for our client's dignity and well-being. We therefore ask that you take this complaint very seriously. Our client informs us that he did not make a formal complaint at the time as he felt stigmatised by detention staff and did not trust the official complaints procedure.

Should you have any queries, please contact Philip Armitage by telephone on DPA

Please ensure that you quote our reference number in all correspondence and communications with this office.

Yours faithfully,

Duncan Lewis

Duncan Lewis

Goulder, Karen

From: Lennon Anthony <[REDACTED] DPA >
Sent: 15 November 2017 11:06
To: Goulder, Karen
Cc: Doshi Sachin; Hindmarch, Angela; Lee Hanford
Subject: RE: [REDACTED] D1538

Karen,

I will chase and come back to you.

Tony

Tony Lennon
Senior Investigating Officer
Professional Standards Unit
Home Office Security
Security, Science & Innovation Directorate

Harmondsworth IRC Coinbrook By Pass West Drayton Middlesex UB7 0HB
[REDACTED] DPA
www.gov.uk/homeoffice



From: Goulder, Karen [mailto:[REDACTED] DPA]
Sent: 15 November 2017 10:48
To: Lennon Anthony
Cc: Doshi Sachin; Hindmarch, Angela; Lee Hanford
Subject: RE: [REDACTED] D1538
Importance: High

Hi Tony,

I hope you are well?

I just wondered if there had been any movement on this at all?

I have not had anything from the Solicitors, but I am conscious that the last correspondence on this would have been from us at the end of September when it had been sent back to the Home Office, then it was sent onto PSU on the 19th of October, so I did not know if anything had been sent before your last emails on the 25th of October as you had said in the email on the 25th you were not taking it on, but over the phone you said that may not be the case. Then you mentioned about the PAP delaying things, so I just wondered if there was any news.

I just wanted to know if we are to be dealing with it again once and for all, because perhaps Detention Services will have to allocate a new reference number?

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [REDACTED] DPA

Goulder, Karen

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Phone: [REDACTED] **DPA**

Email: [REDACTED] **DPA** or [REDACTED] **DPA**

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RESPECT**

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**SAFETY, SECURITY AND
SERVICE EXCELLENCE**

We achieve this through
**INNOVATION AND
TEAMWORK**

From: Lennon Anthony [mailto:[REDACTED] **DPA**]
Sent: 26 October 2017 08:10
To: Goulder, Karen
Cc: Doshi Sachin; Hindmarch, Angela
Subject: RE: [REDACTED] **D1538**

Hi Karen,

Thanks for the time yesterday, as ever it was good to catch up. Let me know of some suitable dates to come down to meet Lee, Sarah and Steve. (I have worked with Sarah previously). However next week is not good due pre arranged commitments.

If you, or any of your SMT in future have any complaints going forward that you believe should be for PSU, even if Detention have passed through to you, please do not hesitate to ring me or e mail as I would much further be discussing the way forward at that time then 2 and half months down the line.

PSU are meeting Detention Operations in November and I will be raising this case with them. I have copied in two of my colleagues Sachin Doshi and Angela Hindmarch and if I am not available please speak to them.

Speak soon.

Best wishes,

Tony

Tony Lennon
Senior Investigating Officer
Professional Standards Unit
Home Office Security
Security, Science & Innovation Directorate

Harmondsworth IRC Colnbrook By Pass West Drayton Middlesex UB7 0HB

DPA

www.gov.uk/homeoffice



Home Office

From: Goulder, Karen [mailto:] DPA

Sent: 25 October 2017 17:58

To: Lennon Anthony

Cc: Lee Hanford

Subject: RE: D1538

Importance: High

Hi Tony,

It was good talking to you today. As discussed, I wanted to call you having seen your email as I knew we had not started to investigate the complaint without advising the Home Office – the first we knew of it was when the local Home Office scanned the complaint over to Detention Operations on the 22nd of August and from there they allocated it to us on the 23rd. I could not see from the email trail that it had ever been sent by Detention Operations to PSU at the start, and in Karen Howland's email below she mentioned "in hindsight this should have been sent for consideration by PSU, I am therefore now referring". I know you also mentioned that knowing this now, it may change your view on the case.

I sent Stephanie Benson the full email trail linked to this (with all attachments) which shows the emails to Paul Gasson following a conversation had with him and Alan Gibson and our Director (Lee Hanford) regarding the fact that we had some complaints which Lee wanted me to send back to the Home Office to review and decide what to do with. This was one of them, along with 2 unofficial complaints, which then became official, as they were sent onto Detention Operations for allocation.

As mentioned I had chased the progression of this one as I was conscious that it was from a Solicitor and the last contact they had was from us saying it had been sent to Home Office for review (as attached). I have not sent them

anything since the 13th of October, because up until the 19th I did not know it was finally being sent to PSU for consideration and from then, I had not heard anything to know if it was being taken on.

I also wanted to say that I would not usually challenge if things should be sent to PSU by Detention Operations, as I do not know the categories / criteria they look for when sending things onto you. We started investigating it because it was sent to us by them.

I have continued to chase its progression as I did not want it to fall off the radar, so please can you keep us posted as to what is happening with this – I know you mentioned the Pre Action Protocol (PAP) but in honesty I do not know what that is, I am just keen to ensure this is sorted.

It would be great if you are able to arrange to come to site at some point to see Lee Hanford (Director) and maybe Steve Skitt (Deputy Director & Head of Brook House) and Sarah Newland (Head of Tinsley House) to run through things for clarity going forward.

Look forward to hearing from you soon,

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [redacted] DPA

Email: [redacted] DPA or [redacted] DPA

www.g4s.com/uk

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From: Lennon Anthony [mailto:[redacted] DPA]
Sent: 25 October 2017 13:41
To: [redacted] DPA; HO Security - PSU Complaints Only; HO Security - Central Referrals Team
Subject: FW: [redacted] D1538

Afternoon Karen,

Please see below until advised by Detention Operations we will not be addressing the [redacted] D1538 Complaint.

Ring me if you want to discuss.

Tony

Tony Lennon
Senior Investigating Officer
Professional Standards Unit
Home Office Security
Security, Science & Innovation Directorate

D1538

www.gov.uk/homeoffice



Home Office

From: Hardy Frances
Sent: 25 October 2017 13:27
To: Lennon Anthony
Cc: Hartley-King Mark
Subject: RE: **D1538**

Hi

We now have a PAP in respect of this case so trying to work out how best to deal...

Will be in touch shortly

Thanks

Frances

From: Lennon Anthony
Sent: 19 October 2017 15:39
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Cc: Hartley-King Mark
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Sorry to bring this to your attention.

Duncan Lewis wrote to Brook House on the 21 August 2017 on behalf of **D1538** alleging that he had discriminated against on his sexuality and was slapped and pushed by an officer. This matter was not forwarded to the Home Office as it should have been and G4S appear to have started to investigate the matter themselves.

On the 29 September G4S wrote to Duncan Lewis advising them that they were forwarding the matter onto the Home Office. Karen Howland forwarded the complaint today.

There is no explanation as to why

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2. What has happened to the referral between 29 September and today.

Could we have answers to this before considering the appropriate course of action.

Thanks

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Senior Investigating Officer
Professional Standards Unit
Home Office Security
Security, Science & Innovation Directorate

Harmondsworth IRC Colnbrook By Pass West Drayton Middlesex UB7 0HB

DPA
www.gov.uk/homeoffice



From: HO Security - PSU Complaints Only
Sent: 19 October 2017 13:49
To: Lennon Anthony
Subject: FW: **D1538**

Hi Tony,

Following our telephone call,

Please find attached IRD for your consideration. I have more supporting documentation in a separate email which I will forward to you in a minute.

Kind regards

Stephanie Benson | Assistant Investigating Officer | Professional Standards Unit – Operational Support
Security, Science & Innovation Directorate
Part-time working pattern Wednesday to Friday

Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford, M5 3LZ
T: **DPA** 119 | F: **DPA** | www.homeoffice.gov.uk

From: HO Security - Central Referrals Team
Sent: 19 October 2017 10:36
To: HO Security - PSU Complaints Only
Subject: FW: **D1538**

Colleagues

Please see referral, Infinity No: 14582

Thanks

Laura

Laura Daniels
Support to Mark Hartley-King OBE
Professional Standards Unit
Security, Science & Innovation Directorate
Home Office

DPA
www.homeoffice.gov.uk

From: Detention Services Complaints
Sent: 19 October 2017 10:08
To: HO Security - Central Referrals Team
Cc: Gasson Paul; Detention Services Complaints
Subject: D1538

Dear colleagues

The attached complaint was investigated by G4S as a minor misconduct case.

In hindsight this should have been sent for consideration by PSU, I am therefore now referring.

Regards

Kaz

Karen Howland

Complaints Lead - Detention Services CSU - Returns
Immigration Enforcement
Home Office

3rd Floor Apollo House
36 Wellesley Rd
Croydon CR9 3RR

Tel: DPA

Email: DPA

www.homeoffice.gov.uk

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Goulder, Karen

From: Goulder, Karen
Sent: 25 October 2017 17:58
To: 'Lennon Anthony'
Cc: Lee Hanford
Subject: RE: [REDACTED] D1538
Attachments: 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000156351 - chaser letter (13.10.17).pdf; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000156351 - emails sent 29.09 & 25.09.pdf; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000156351 - interim (13.10.17).doc

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From: Lennon Anthony [mailto:] **DPA**
Sent: 25 October 2017 13:41
To: **DPA**; HO Security - PSU Complaints Only; HO Security - Central Referrals Team
Subject: FW: **D1538**

Afternoon Karen,

Please see below until advised by Detention Operations we will not be addressing the **D1538** Complaint.

Ring me if you want to discuss.

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Tony Lennon
Senior Investigating Officer
Professional Standards Unit
Home Office Security
Security, Science & Innovation Directorate

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Part-time working pattern Wednesday to Friday

Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford, M5 3LZ

T: DPA | www.homeoffice.gov.uk

From: HO Security - Central Referrals Team

Sent: 19 October 2017 10:36

To: HO Security - PSU Complaints Only

Subject: FW: D1538

Colleagues

Please see referral, Infinity No: 14582

Thanks

Laura

Laura Daniels
Support to Mark Hartley-King OBE
Professional Standards Unit
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Tel: DPA

Email: DPA

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Goulder, Karen

From: Goulder, Karen
Sent: 25 October 2017 14:33
To: Lee Hanford
Subject: FW: [REDACTED] D1538
Attachments: [REDACTED] H1255090.pdf; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000....pdf; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000....doc; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000....doc; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000....pdf; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000....pdf

Importance: High

Hi Lee,

This all refers to that Duncan Lewis complaint for [REDACTED] D1538 that you reviewed Conway's response to at the end of September and asked for it to be sent to Paul Gasson to review/send on.

I have spoken to Tony Lennon about this as I wanted to make it clear to him that the Home Office received the complaint on the 22nd of August – scanned it to Detention Services (D/S), then D/S allocated it to us on the 23rd of August. There was no trail that it had been sent to PSU to start with, but I mentioned that in the past we would not usually question why D/S have not sent it onto PSU, we just investigate it if comes to us. I advised Tony, that I had chased it with Paul (10th and 13th October as not heard anything, even Barry chased for me) until on the 19th of October when Detention Services sent it onto PSU for consideration. I also advised Tony, that I was concerned as I did not want it to fall off the radar as we have sent interim letters to the solicitors, but no-one had sent anything to them since ours, so they will be wondering what is happening and we have been in limbo since the 28th of September when I sent it to Paul.

He advised that due to PAP (Pre Action Protocol) they have put this on hold for the moment and we should do the same.

I advised that I will wait for PSU to tell us what is going on, but Tony mentioned that the fact we only saw it when we were allocated by D/S and that it should have gone to them in the first place.

I just wanted to keep you in the loop – this one has been worrying me as it is going on a long time and it is solicitors, but it has not really been sorted.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

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Tel: **DPA**

Email: **DPA**

www.homeoffice.gov.uk

Goulder, Karen

From: Gatwick Enquiries
Sent: 19 October 2017 11:47
To: Benson Stephanie (PSU)
Cc: Lee Hanford
Subject: FW: URGENT: 131000156351 - Unfair treatment - **D1538** - TD 20/09/17
Attachments: **D1538** H1255090.pdf; 23.08.17 - Duncan Lewis Solicitors (**D1538**) - (MC) CMS 131000156351 - letter No2 (22.09.17).pdf; 23.08.17 - Duncan Lewis Solicitors (**D1538**) - (MC) CMS 131000156351 - interim (25.09.17).doc; 23.08.17 - Duncan Lewis Solicitors (**D1538**) - (MC) CMS 131000156351 - interim (27.09.17).doc; FW: 131000156351 - Unfair treatment - **D1538** - TD 20/09/17; Complaint Response **D1538** 14 09 17.doc

Importance: High

Hi Stephanie,

As discussed, here is the full info on this one.

As mentioned I have also attached the original response which was compiled but not sent anywhere (not to H/O or the Solicitors) because Lee felt that it should have possibly been sent to PSU for consideration in the first instance, bearing in mind the current climate and as it was from a solicitors.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: **DPA**

Email: **DPA** or **DPA**

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From: Gatwick Enquiries
Sent: 17 October 2017 15:49
To: 'Detention Services Complaints'; Foley Gillian; Lee Hanford
Cc: Gasson Paul; Hardy Frances; **DPA**
Subject: FW: URGENT: 131000156351 - Unfair treatment - **D1538** - TD 20/09/17
Importance: High

Hi all,

Lee Hanford had said to me that he had spoken to our local Home Office about some complaints which he was keen to be referred back to them for review (to send back to Detention Services or PSU). I believe Lee also spoke to Alan Gibson about this too, under the current climate. This was one of the complaints which, after preliminary investigations had taken place, identified members of staff involved. I was unsure if the complaint had or was then going to be referred to PSU for consideration as I left it with the local Home Office to decide.

I chased to find out what might be happening as the solicitors had chased me.

I do not know if this should be referred to PSU for consideration?

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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From: Detention Services Complaints [mailto:[DPA]]
Sent: 17 October 2017 13:31
To: Foley Gillian
Cc: Gasson Paul; Hardy Frances; Gatwick Enquiries; Detention Services Complaints
Subject: FW: URGENT: 131000156351 - Unfair treatment - [D1538] - TD 20/09/17
Importance: High

Hi Gill

After this complaint was closed with G4S's interim response, I understood from Karen Goulder that Lee Handford spoke with Paul Gasson who agreed to take the complaint forward and advise of the best course of action.

Kaz

Karen Howland

Complaints Lead - Detention Services CSU - Returns
Immigration Enforcement
Home Office

3rd Floor Apollo House
36 Wellesley Rd
Croydon CR9 3RR

Tel: [DPA]

Email: [DPA]

www.homeoffice.gov.uk

From: Foley Gillian
Sent: 17 October 2017 11:31
To: Detention Services Complaints; Howland Karen
Cc: Minards Alison; Foley Gillian
Subject: URGENT: 131000156351 - Unfair treatment - [D1538] - TD 20/09/17
Importance: High

Hi Kaz,

I'm not sure what has happened here but from what I can gather from the attachments the sequencing is as follows:

21 August 2017 Duncan Lewis Solicitors write to Brook House making a formal complaint about [D1538] treatment in Brook House (2 incidents on 3rd and 28th June 2017) (1st attachment) and ask for disclosure of all written evidence relating to these incidents.

22 September 2017 Duncan Lewis send a fax chasing the outcome of the complaint (giving the reference 131000156351 – so we must have recorded it at some point) (2nd attachment)

25 September 2017 G4S write to Duncan Lewis apologising for the delay in responding to the complaint saying that the response to [D1538] is being QA'd (3rd attachment)

27 September 2017 G4S write again to Duncan Lewis saying that the complaint has been passed to us (Home Office) and a new target date and ref may be provided (4th attachment)

Can you urgently find out the following;

- What complaint reference 13100056351 refers to (the two incidents in June that Duncan Lewis originally wrote about or something else?) and what has happened with this complaint (was it referred to PSU and passed back or allocated straight to Brook to investigate). Did a reply ever go out?
- Why have G4S referred this complaint back to us as per their letter to Duncan Lewis dated 27/9 (Karen Goulder's email further down this chain suggests that the complaints about the June incidents relate to G4S staff so it's very unclear why it's come back to us)

Grateful if you could find out the position on this today and let me know. Until I can establish the current position I'm not sure what we need to do to take forward.

Thanks

Gill

Gill Foley
Operational Support and Guidance Team
Detention and Escorting Services Directorate

Immigration Enforcement
Home Office
2nd Floor, Bedford Point, 34-35 Dingwall Road, Croydon, CR0 9XG
M: DPA
www.gov.uk/home-office

-----Original Message-----

From: Hardy Frances
Sent: 17 October 2017 09:07
To: Foley Gillian; Howland Karen
Subject: FW: 131000156351 - Unfair treatment - D1538 - TD 20/09/17

Hi

I'm not sure that I've seen this before- have we responded yet?

Thanks

Frances

-----Original Message-----

From: Gasson Paul
Sent: 17 October 2017 09:06
To: Hardy Frances
Subject: FW: 131000156351 - Unfair treatment - D1538 - TD 20/09/17

Frances,

This is the letter I referred to.

Regards

Paul Gasson

-----Original Message-----

From: Gasson Paul
Sent: 11 October 2017 10:01
To: Foley Gillian
Subject: FW: 131000156351 - Unfair treatment - D1538 - TD 20/09/17

Hi Gill,

Are you aware of this?

Regards

Paul Gasson

-----Original Message-----

From: Goulder, Karen [mailto:DPA]
Sent: 10 October 2017 15:21
To: Gasson Paul
Cc: Lee Hanford; Smith Michelle; Gibson Alan
Subject: FW: 131000156351 - Unfair treatment - D1538 - TD 20/09/17

Hi Paul,

I hope you are well?

I just wondered what might be happening with this one as I have not seen anything through Detention Services. I was not sure if local Home Office might be looking into this, or if it had been sent to Detention Services or PSU?

Many thanks

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: DPA

Email: DPA or DPA

www.g4s.com/uk

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-----Original Message-----

From: Gatwick Enquiries

Sent: 28 September 2017 17:55

To: 'Gasson Paul'

Cc: Lee Hanford

Subject: FW: 131000156351 - Unfair treatment - D1538 - TD 20/09/17

Hi Paul,

I understand that Lee has spoken to you and he has asked me to send this to you for investigation.

After preliminary investigations it appears the officers who have been mentioned are DCO Edmond Fiddy, DCO Luke Instone-Brewer, DCM Darren Tomsett.

The Solicitors also sent a chaser letter on the 22nd of September to us, which I have attached too.

I sent an interim letter to them on my return from holiday on Monday and have a further interim which I can send them today, but the issue is how Detention Services log this. They could close the original reference number and open a new one depending on what you think should happen with this.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
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Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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-----Original Message-----

From: Detention Services Complaints [mailto:[DPA]]
Sent: 23 August 2017 07:52
To: Gatwick Enquiries
Cc: IRC Brook House Inbox; '[DPA]'; Detention Services Complaints
Subject: 131000156351 - Unfair treatment - [D1538] - TD 20/09/17

Dear Kaz

New complaint attached,

Regards

Kaz

Karen Howland

Complaints Lead - Detention Services CSU - Returns Immigration Enforcement Home Office

3rd Floor Apollo House
36 Wellesley Rd
Croydon CR9 3RR

Tel: [DPA]

Email: [DPA]

www.homeoffice.gov.uk

-----Original Message-----

From: Patel Heenaxi
Sent: 22 August 2017 09:07
To: Detention Services Complaints; 'Goulder, Karen'; 'Jackie Colbran'
Subject: FW: [D1538] H1255090

Dear all,
See the attached received from Duncan Lewis.

Thanks

Regards,

Heenaxi Patel
Immigration Enforcement
Brook House IRC, Perimeter Road South, Gatwick , RH6 0PE
Tel: [REDACTED] DPA
Fax: [REDACTED] DPA

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G4S Facilities Management (UK) Limited, Registered in England No. 3333860.

G4S Investigation Solutions (UK) Limited, Registered in England No. 3749819.

G4S Monitoring Technologies Limited, Registered in England No. 2626613.

G4S Ordnance Management Limited, Registered in England No. 7068855.

G4S Risk Management Limited, Registered in England No. 1540857.

G4S Secure Solutions (Iraq) Limited, Registered in England No.5128617.

G4S Risk Consulting Limited, Registered in England No. 4047630.

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G4S Secure Solutions (UK) Limited, Registered in England No. 1046019.

G4S Security Services (UK) Limited, Registered in England No.2380900.

G4S Gurkha Services (UK) Limited, Registered in England No.6304482.

G4S Cash Solutions (UK) Limited, Registered in England No.354883.

G4S Cash Centres (UK) Limited, Registered in England No.1485104.

G4S Bullion Solutions (UK) Limited, Registered in England No.7860383.

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Goulder, Karen

From: Gatwick Enquiries
Sent: 17 October 2017 15:49
To: 'Detention Services Complaints'; Foley Gillian; Lee Hanford
Cc: Gasson Paul; Hardy Frances; [redacted]
Subject: FW: URGENT: 131000156351 - Unfair treatment - [redacted]
Attachments: [redacted] H1255090.pdf; 23.08.17 - Duncan Lewis Solicitors ([redacted]) - (MC) CMS 131000156351 - letter No2 (22.09.17).pdf; 23.08.17 - Duncan Lewis Solicitors [redacted] - (MC) CMS 131000156351 - interim (25.09.17).doc; 23.08.17 - Duncan Lewis Solicitors [redacted] - (MC) CMS 131000156351 - interim (27.09.17).doc; FW: 131000156351 - Unfair treatment - [redacted] - TD 20/09/17

Importance: High

Hi all,

Lee Hanford had said to me that he had spoken to our local Home Office about some complaints which he was keen to be referred back to them for review (to send back to Detention Services or PSU). I believe Lee also spoke to Alan Gibson about this too, under the current climate. This was one of the complaints which, after preliminary investigations had taken place, identified members of staff involved. I was unsure if the complaint had or was then going to be referred to PSU for consideration as I left it with the local Home Office to decide.

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I do not know if this should be referred to PSU for consideration?

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [redacted]

Email: [redacted] or [redacted]

www.g4s.com/uk

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OUR
VALUES

We act with
**INTEGRITY AND
RESPECT**

We are passionate about
**SAFETY, SECURITY AND
SERVICE EXCELLENCE**

We achieve this through
**INNOVATION AND
TEAMWORK**

From: Detention Services Complaints [mailto:[redacted]]
Sent: 17 October 2017 13:31
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Cc: Gasson Paul; Hardy Frances; Gatwick Enquiries; Detention Services Complaints
Subject: FW: URGENT: 131000156351 - Unfair treatment - [redacted] TD 20/09/17
Importance: High

Hi Gill

After this complaint was closed with G4S's interim response, I understood from Karen Goulder that Lee Handford spoke with Paul Gasson who agreed to take the complaint forward and advise of the best course of action.

Kaz

Karen Howland

Complaints Lead - Detention Services CSU - Returns
Immigration Enforcement
Home Office

3rd Floor Apollo House
36 Wellesley Rd
Croydon CR9 3RR

Tel: DPA

Email: DPA

www.homeoffice.gov.uk

From: Foley Gillian
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Gill Foley
Operational Support and Guidance Team
Detention and Escorting Services Directorate
Immigration Enforcement
Home Office
2nd Floor, Bedford Point, 34-35 Dingwall Road, Croydon, CR0 9XG
M: DPA
www.gov.uk/home-office

-----Original Message-----

From: Hardy Frances
Sent: 17 October 2017 09:07
To: Foley Gillian; Howland Karen
Subject: FW: 131000156351 - Unfair treatment - D1538 - TD 20/09/17

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Paul Gasson

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Hi Gill,

Are you aware of this?

Regards

Paul Gasson

-----Original Message-----

From: Goulder, Karen [mailto:**DPA**]

Sent: 10 October 2017 15:21

To: Gasson Paul

Cc: Lee Hanford; Smith Michelle; Gibson Alan

Subject: FW: 131000156351 - Unfair treatment - **D1538** - TD 20/09/17

Hi Paul,

I hope you are well?

I just wondered what might be happening with this one as I have not seen anything through Detention Services. I was not sure if local Home Office might be looking into this, or if it had been sent to Detention Services or PSU?

Many thanks

Karen

Karen Goulder

Administrator

Gatwick IRCs

Custodial & Detention Services

G4S Care and Justice Services (UK) Ltd

Phone: **DPA**

Email: **DPA** or **DPA**

www.g4s.com/uk

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-----Original Message-----

From: Gatwick Enquiries

Sent: 28 September 2017 17:55

To: 'Gasson Paul'

Cc: Lee Hanford

Subject: FW: 131000156351 - Unfair treatment - **D1538** - TD 20/09/17

Hi Paul,

I understand that Lee has spoken to you and he has asked me to send this to you for investigation.

After preliminary investigations it appears the officers who have been mentioned are DCO Edmond Fiddy, DCO Luke Instone-Brewer, DCM Darren Tomsett.

The Solicitors also sent a chaser letter on the 22nd of September to us, which I have attached too.

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Karen Goulder
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Phone: [DPA]

Email: [DPA] or [DPA]

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-----Original Message-----

From: Detention Services Complaints [mailto:[DPA]]
Sent: 23 August 2017 07:52
To: Gatwick Enquiries
Cc: IRC Brook House Inbox; [DPA]; Detention Services Complaints
Subject: 131000156351 - Unfair treatment - [D1538] - TD 20/09/17

Dear Kaz

New complaint attached,

Regards

Kaz

Karen Howland

Complaints Lead - Detention Services CSU - Returns Immigration Enforcement Home Office

3rd Floor Apollo House
36 Wellesley Rd
Croydon CR9 3RR

Tel: **DPA**

Email: **DPA**

www.homeoffice.gov.uk

-----Original Message-----

From: Patel Heenaxi

Sent: 22 August 2017 09:07

To: Detention Services Complaints; 'Goulder, Karen'; 'Jackie Colbran'

Subject: FW: **D1538** H1255090

Dear all,

See the attached received from Duncan Lewis.

Thanks

Regards,

Heenaxi Patel

Immigration Enforcement

Brook House IBC, Perimeter Road South, Gatwick, RH6 0PE

Tel: **DPA**

Fax: **DPA**

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Our Ref: CMS 131000156351

Sulaiha Ali / Alexandra Goldenberg
Duncan Lewis Solicitors
Spencer House
29 Grove Hill Road
Harrow on the Hill
HA1 3BN

**Brook House
Immigration Removal Centre**

Perimeter Road South
Gatwick Airport RH6 0PQ
England

Tel:
Fax:

DPA

Reference: SULAIHAA/E041070002/ **D1538**
SULAIHAA/E041070 Sulaiha Ali 002/ **D1538**
H1255090/004

13th October 2017

To whom it may concern,

Our Complaint Reference Number: CMS 131000156351

Thank you for your fax today. I have attached a copy of an email which was sent to you on the 29th of September and on the 25th of September offering an update on this investigation.

As mentioned in my email to you, the complaint has been sent onto the local Home Office for review and I have chased for an update from them on a couple of occasions.

I would like to thank you again for your continued patience with this matter and I will keep you updated with the progress.

Yours sincerely

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services
Central Government Services

G4S

Registered Office: Farncombe House
Broadway, Worcestershire

Registered Number: 3333860 England

Goulder, Karen

From: Gatwick Enquiries
Sent: 29 September 2017 12:53
To: [REDACTED] DPA
Cc: 'Detention Services Complaints'
Subject: RE: CMS 131000156351 - Duncan Lewis Solicitors ([REDACTED] D1538)
Importance: High



Brook House Immigration Removal Centre
Perimeter Road South
Gatwick Airport
RH6 0PQ
England

Tel: [REDACTED] DPA
Fax: [REDACTED]

29th September 2017

Dear Alexandra Goldenberg

Our Complaint Reference Number: CMS 131000156351

Further to my correspondence on the 25th of September, I would like to advise you that the response has been reviewed in line with our reporting procedures and it has been decided that we will forwarding this onto the Home Office for investigation.

I want to reassure you that we do take complaints very seriously here and we want to ensure that the investigation is carried out comprehensively, so that the response given is accurate.

I would like to thank you for your continued patience with this matter and I will keep you updated with the progress.

Yours sincerely

Signature

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services
Central Government Services

From: Gatwick Enquiries
Sent: 25 September 2017 18:56
To: [REDACTED] DPA
Cc: 'Detention Services Complaints'
Subject: CMS 131000156351 - Duncan Lewis Solicitors ([REDACTED] D1538)
Importance: High



Brook House Immigration Removal Centre

Perimeter Road South
Gatwick Airport
RH6 0PQ
England

Tel: [redacted]
Fax: [redacted]

Our Ref: CMS 131000156351

Alexandra Goldenberg
Duncan Lewis Solicitors

Reference: SULAIHAA/E041070002 [redacted]
SULAIHAA/E041070 Sulaiha Ali 002/ [redacted]
H1255090/004

c/o [redacted]

25th September 2017

Dear Alexandra Goldenberg

Our Complaint Reference Number: CMS 131000156351

I am writing to apologise for the delay in sending you the response to your complaint dated the 21st of August. I would also like to confirm that today I received your further fax dated the 22nd of September in which you wanted an update as to why you had not received the response yet.

It had been hoped that we would be able to send the response to you by the 20th of September, but we always ensure that the responses we send out are reviewed by a senior manager and this is where the slight delay has occurred. I can confirm that a full investigation has been carried out and the response is currently being quality assured by this senior manager before we send it to you, which I hope will be very soon.

Yours sincerely

[redacted]
Signature

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services
Central Government Services

Goulder, Karen

From: Goulder, Karen
Sent: 13 October 2017 14:42
To: 'Gasson Paul'
Cc: Lee Hanford; Stephen Skitt
Subject: FW: 131000156351 - Unfair treatment - EL HAG - TD 20/09/17
Attachments: EL HAG H1255090.pdf; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000156351 - letter No2 (22.09.17).pdf; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000156351 - interim (25.09.17).doc; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000156351 - interim (29.09.17).doc; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000156351 - emails sent 29.09 & 25.09.pdf; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000156351 - chaser letter (13.10.17).pdf; 23.08.17 - Duncan Lewis Solicitors ([REDACTED] D1538) - (MC) CMS 131000156351 - interim (13.10.17).doc

Importance: High

Thanks for the scan Paul,

I have posted a letter to them today (as attached) following their chaser. I have also included in with the letter a copy of the emails I sent to them on the 25th and 29th of September.

As mentioned, I cannot see that Detention Services ever sent this complaint to PSU for consideration as Heena sent it to them on the 22nd of August and we were allocated it on the 23rd of August.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [REDACTED] DPA

Email: [REDACTED] DPA or [REDACTED] DPA

www.g4s.com/uk

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-----Original Message-----

From: Goulder, Karen
Sent: 10 October 2017 15:21
To: 'Gasson Paul'
Cc: Lee Hanford; 'Michelle Smith - Home Office - TH' [REDACTED] DPA
Subject: FW: 131000156351 - Unfair treatment - [REDACTED] D1538 - TD 20/09/17

Hi Paul,

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I just wondered what might be happening with this one as I have not seen anything through Detention Services. I was not sure if local Home Office might be looking into this, or if it had been sent to Detention Services or PSU?

Many thanks

Karen

Karen Goulder
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G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

-----Original Message-----

From: Detention Services Complaints [mailto: [REDACTED]]

DPA

Sent: 23 August 2017 07:52

To: Gatwick Enquiries

Cc: IRC Brook House Inbox; [REDACTED]

DPA

; Detention Services Complaints

Subject: 131000156351 - Unfair treatment - [REDACTED] - TD 20/09/17

Dear Kaz

New complaint attached,

Regards

Kaz

Karen Howland

Complaints Lead - Detention Services CSU - Returns Immigration Enforcement Home Office

3rd Floor Apollo House
36 Wellesley Rd
Croydon CR9 3RR

Tel: [REDACTED]

Email: [REDACTED]

www.homeoffice.gov.uk

-----Original Message-----

From: Patel Heenaxi

Sent: 22 August 2017 09:07

To: Detention Services Complaints; 'Goulder, Karen'; 'Jackie Colbran'

Subject: FW: [REDACTED] H1255090

Dear all,
See the attached received from Duncan Lewis.

Thanks

Regards,

Heenaxi Patel
Immigration Enforcement
Brook House IRC, Perimeter Road South, Gatwick, RH6 0PE
Tel: [REDACTED]
Fax: [REDACTED]

DPA

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FAO Karen Goulder- Complaints Clerk
Brook House IRC
Perimeter Road South
London Gatwick Airport
Gatwick
RH6 0PQ

Correspondence Address:
Spencer House
29 Grove Hill Road
Harrow On The Hill
HA1 3BN
DX 4216 Harrow

DPA
www.duncanlewis.com

Sent by fax only: **DPA**

Our ref: SULAIHAA/E041070002; D1538

Your ref: H1255090/004

Date: 13 October 2017

Sulatha All
Public Law
ddl: **DPA**

DPA

Branch: Harrow

NAME OF CLIENT :	D1538
DOB :	DPA
NATIONALITY :	Moroccan
PORT REFERENCE NO.:	H1255090/004

Re: Complaint Reference Number- CMS 1310001563561

Further to our letter sent on 22 September 2017 by fax, we write to again follow up on a complaint that was made by our client. We made a complaint on behalf of our client in relation to serious allegations about his treatment in detention on 21 August 2017. We received receipt of this complaint on 24 August 2017 in which you stated that an investigation would be completed by 20 September 2017. We are still yet to receive a response to our client's complaint nor have we received reasons about why this response is delayed.

Could you please inform us of when your investigation will be completed, and the reasons for the delay in your investigation. Our client had raised serious allegations which require a full and detailed investigation.

If you have any queries, please contact Sulaiha Ali by telephone on **DPA**

Please ensure that you quote our reference number **SULAIHAA/E041070002/D1538** in all correspondence and communications with this office

Yours faithfully,



Duncan Lewis is the trading name of Duncan Lewis (Solicitors) Limited. Regd. Office is Viking House, 17-19 Peterborough Road, Harrow, HA1 2AX. Company Reg. No. 3718422. VAT Reg. No. 718729013. A list of the company's Directors is displayed at the registered office address, together with a list of those persons who are designated as Partners. We use the word "partner" to refer to a shareholder or director of the company, or an employee or consultant who is a lawyer with equivalent standing and qualifications. Regulated by the Solicitors Regulation Authority, Offices also at Clapham Junction, Hackney, Lewisham, Romford & Shepherd's Bush.

Duncan Lewis
Duncan Lewis



FAO Karen Goulder- Complaints Clerk
Brook House IRC
Perimeter Road South
London Gatwick Airport
Gatwick
RH6 0PO

Correspondence Address:
Spencer House
29 Grove Hill Road
Harrow On The Hill
HA1 3BN
DX 4216 Harrow

DPA

www.duncanlewis.com

Sent by fax only: **DPA**

Our ref: SULAIHAA/E041070002/D1538

Your ref: H1255090/004

Date: 13 October 2017

Sulaima Ali

Public Law

ddt: **DPA**

D1538

Branch: Harrow

NAME OF CLIENT :	D1538
DOB :	DPA
NATIONALITY :	Moroccan
PORT REFERENCE NO.:	H1255090/004

Re: Complaint Reference Number- CMS 1310001563561

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Could you please inform us of when your investigation will be completed, and the reasons for the delay in your investigation. Our client had raised serious allegations which require a full and detailed investigation.

If you have any queries, please contact Sulaiha Ali by telephone on DPA

Please ensure that you quote our reference number **SULAIHAA/E041070002** **D1538** in all correspondence and communications with this office

Yours faithfully,



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Regulated by the Solicitors Regulation Authority. Offices also at Clapham Junction, Hackney, Lewisham, Romford & Shepherd's Bush.

Duncan Lewis
Duncan Lewis

Goulder, Karen

From: Gatwick Enquiries
Sent: 29 September 2017 12:53
To: [REDACTED] DPA
Cc: 'Detention Services Complaints'
Subject: RE: CMS 131000156351 - Duncan Lewis Solicitors ([REDACTED] D1538)
Importance: High



Brook House Immigration Removal Centre
Perimeter Road South
Gatwick Airport
RH6 0PQ
England

Tel: [REDACTED] DPA
Fax: [REDACTED]

29th September 2017

Dear Alexandra Goldenberg

Our Complaint Reference Number: CMS 131000156351

Further to my correspondence on the 25th of September, I would like to advise you that the response has been reviewed in line with our reporting procedures and it has been decided that we will forward this onto the Home Office for investigation.

I want to reassure you that we do take complaints very seriously here and we want to ensure that the investigation is carried out comprehensively, so that the response given is accurate.

I would like to thank you for your continued patience with this matter and I will keep you updated with the progress.

Yours sincerely

Signature

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services
Central Government Services

From: Gatwick Enquiries
Sent: 25 September 2017 18:56
To: [REDACTED] DPA
Cc: 'Detention Services Complaints'
Subject: CMS 131000156351 - Duncan Lewis Solicitors ([REDACTED] D1538)
Importance: High



Brook House Immigration Removal Centre
Perimeter Road South
Gatwick Airport
RH6 0PQ
England

Tel: **DPA**
Fax: **DPA**

Our Ref: CMS 131000156351

Alexandra Goldenberg
Duncan Lewis Solicitors
Reference: SULAIHAA/E041070002/ **D1538**
SULAIHAA/E041070 Sulaiha Ali 002/ **D1538**
H1255090/004

c/o: **DPA**

25th September 2017

Dear Alexandra Goldenberg

Our Complaint Reference Number: CMS 131000156351

I am writing to apologise for the delay in sending you the response to your complaint dated the 21st of August. I would also like to confirm that today I received your further fax dated the 22nd of September in which you wanted an update as to why you had not received the response yet.

It had been hoped that we would be able to send the response to you by the 20th of September, but we always ensure that the responses we send out are reviewed by a senior manager and this is where the slight delay has occurred. I can confirm that a full investigation has been carried out and the response is currently being quality assured by this senior manager before we send it to you, which I hope will be very soon.

Yours sincerely

Signature

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services
Central Government Services

Goulder, Karen

From: Gatwick Enquiries
Sent: 29 September 2017 12:46
To: 'Detention Services Complaints'
Cc: 'Gasson Paul'; Lee Hanford; Stephen Skitt
Subject: FW: 131000156351 - Unfair treatment - [D1538] - TD 20/09/17
Attachments: [D1538] H1255090.pdf; 23.08.17 - Duncan Lewis Solicitors ([D1538]) - (MC) CMS
131000156351 - interim (29.09.17).doc

Importance: High

Hi Kaz,

Following on from our telephone conversation, I spoke to Lee yesterday and he confirmed that after preliminary investigations it appears that 3 officers names were mentioned - DCO Edmond Fiddy, DCO Luke Instone-Brewer, DCM Darren Tomsett, so this was forwarded to Paul Gasson (local Home Office manager) yesterday for him to review to decide what happens.

I am sending the attached interim to the Solicitors today via email as requested by Lee.

I mentioned to Paul that I was not sure how this would impact you....sorry.

Kind regards

Kaz

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

If sending an email containing OFFICIAL / OFFICIAL SENSITIVE information, please use the secure email account listed above

-----Original Message-----

From: Detention Services Complaints [mailto:[DPA]]
Sent: 23 August 2017 07:52
To: Gatwick Enquiries
Cc: IRC Brook House Inbox; [DPA]
Subject: 131000156351 - Unfair treatment - [D1538] - TD 20/09/17

Dear Kaz

New complaint attached,

Regards

Kaz

Karen Howland

Complaints Lead - Detention Services CSU - Returns Immigration Enforcement Home Office

3rd Floor Apollo House
36 Wellesley Rd
Croydon CR9 3RR

Tel: **DPA**

Email: **DPA**

www.homeoffice.gov.uk

-----Original Message-----

From: Patel Heenaxi
Sent: 22 August 2017 09:07
To: Detention Services Complaints; 'Goulder, Karen'; 'Jackie Colbran'
Subject: FW: **D1538** H1255090

Dear all,
See the attached received from Duncan Lewis.

Thanks

Regards,

Heenaxi Patel
Immigration Enforcement
Brook House IRC, Perimeter Road South, Gatwick , RH6 0PE
Tel: **DPA**
Fax:

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Goulder, Karen

From: Gatwick Enquiries
Sent: 28 September 2017 17:55
To: 'Gasson Paul'
Cc: Lee Hanford
Subject: FW: 131000156351 - Unfair treatment - **D1538** TD 20/09/17
Attachments: **D1538** H1255090.pdf; 23.08.17 - Duncan Lewis Solicitors **D1538** - (MC) CMS 131000156351 - letter No2 (22.09.17).pdf; 23.08.17 - Duncan Lewis Solicitors **D1538** - (MC) CMS 131000156351 - interim (25.09.17).doc; 23.08.17 - Duncan Lewis Solicitors **D1538** **D1538** - (MC) CMS 131000156351 - interim (27.09.17).doc

Hi Paul,

I understand that Lee has spoken to you and he has asked me to send this to you for investigation.

After preliminary investigations it appears the officers who have been mentioned are DCO Edmond Fiddy, DCO Luke Instone-Brewer, DCM Darren Tomsett.

The Solicitors also sent a chaser letter on the 22nd of September to us, which I have attached too.

I sent an interim letter to them on my return from holiday on Monday and have a further interim which I can send them today, but the issue is how Detention Services log this. They could close the original reference number and open a new one depending on what you think should happen with this.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: **DPA**

Email: **DPA** or **DPA**

www.g4s.com/uk

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-----Original Message-----

From: Detention Services Complaints [mailto:**DPA**]
Sent: 23 August 2017 07:52
To: Gatwick Enquiries
Cc: IRC Brook House Inbox; **DPA**
Subject: 131000156351 - Unfair treatment - **D1538** TD 20/09/17

Dear Kaz

New complaint attached,

Regards

Kaz

Karen Howland

Complaints Lead - Detention Services CSU - Returns Immigration Enforcement Home Office

3rd Floor Apollo House
36 Wellesley Rd
Croydon CR9 3RR

Tel: **DPA**

Email: **DPA**

www.homeoffice.gov.uk

-----Original Message-----

From: Patel Heenaxi

Sent: 22 August 2017 09:07

To: Detention Services Complaints; 'Goulder, Karen'; 'Jackie Colbran'

Subject: FW: **D1538** H1255090

Dear all,

See the attached received from Duncan Lewis.

Thanks

Regards,

Heenaxi Patel
Immigration Enforcement
Brook House IRC, Perimeter Road South, Gatwick , RH6 0PE

Tel: **DPA**
Fax:

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Goulder, Karen

From: Gatwick Enquiries
Sent: 25 September 2017 18:56
To: [REDACTED] DPA
Cc: Detention Services Complaints
Subject: CMS 131000156351 - Duncan Lewis Solicitors [REDACTED] D1538
Attachments: doc08906620170925172141.pdf

Importance: High



Brook House Immigration Removal Centre
Perimeter Road South
Gatwick Airport
RH6 0PQ
England

Tel: [REDACTED] DPA
Fax: [REDACTED] DPA

Our Ref: CMS 131000156351

Alexandra Goldenberg
Duncan Lewis Solicitors
Reference: SULAIHAA/E041070002 [REDACTED] D1538
SULAIHAA/E041070 Sulaiha Ali 002 [REDACTED] D1538
H1255090/004

c/o [REDACTED] DPA

25th September 2017

Dear Alexandra Goldenberg

Our Complaint Reference Number: CMS 131000156351

I am writing to apologise for the delay in sending you the response to your complaint dated the 21st of August. I would also like to confirm that today I received your further fax dated the 22nd of September in which you wanted an update as to why you had not received the response yet.

It had been hoped that we would be able to send the response to you by the 20th of September, but we always ensure that the responses we send out are reviewed by a senior manager and this is where the slight delay has occurred. I can confirm that a full investigation has been carried out and the response is currently being quality assured by this senior manager before we send it to you, which I hope will be very soon.

Yours sincerely

[REDACTED] Signature

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services





Our Ref: CMS 131000156351

Alexandra Goldenberg
Duncan Lewis Solicitors

Reference: SULAIHAA/E041070002/ **D1538**
SULAIHAA/E041070 Sulaiha Ali 002/ **D1538**
H1255090/004

**Brook House
Immigration Removal Centre**

Perimeter Road South
Gatwick Airport RH6 0PQ
England

Tel: **DPA**
Fax: **DPA**

c/o **DPA**

25th September 2017

Dear Alexandra Goldenberg

Our Complaint Reference Number: CMS 131000156351

I am writing to apologise for the delay in sending you the response to your complaint dated the 21st of August. I would also like to confirm that today I received your further fax dated the 22nd of September in which you wanted an update as to why you had not received the response yet.

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Yours sincerely

Signature

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services
Central Government Services

G4S

Registered Office: Farncombe House
Broadway, Worcestershire

Registered Number: 3333860 England

Goulder, Karen

From: Goulder, Karen
Sent: 25 September 2017 18:52
To: 'Detention Services Complaints'
Subject: 131000156351 - Unfair treatment - **D1538** - TD 20/09/17
Attachments: 23.08.17 - Duncan Lewis Solicitors (**D1538**) - (MC) CMS 131000156351 - interim (25.09.17).doc; 23.08.17 - Duncan Lewis Solicitors (**D1538**) - (MC) CMS 131000156351 - letter No2 (22.09.17).pdf

Importance: High

Hi Kaz,

With regards to this complaint response, it was sent to the senior manager for approval on the 14th (as below), but unfortunately he was taken ill, so I have sent it onwards today for urgent quality assurance.

I am sending this to the Solicitors too.

So sorry ... again.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: **DPA**

Email: **DPA** or **DPA**

www.g4s.com/uk

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From: Conway Edwards
Sent: 14 September 2017 20:36
To: Goulder, Karen
Cc: Stewart Povey
Subject: Complaint **D1538**

Hi Karen,

Please see attached complaint response.

Kind Regards

Conway Edwards
Race Relations & Diversity Manager

Gatwick IRCs
Custodial & Detention Services
G4S Care & Justice Services (UK) Limited

Phone: **DPA** ext. 664
Mobile:

Email: **DPA** or **DPA**
www.g4s.com/uk

Official | Official - Sensitive | Secret | Top Secret

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VALUES**

We act with
**INTEGRITY AND
RESPECT**

We are passionate about
**SAFETY, SECURITY AND
SERVICE EXCELLENCE**

We achieve this through
**INNOVATION AND
TEAMWORK**

Goulder, Karen

From: Lee Hanford
Sent: 25 September 2017 18:47
To: Goulder, Karen
Subject: RE: COMPLAINTS UPDATE

That works – thanks Karen
Appreciated
Lee

Lee Hanford
Business Change Director
Custodial & Detention Services
G4S Care & Justice Services (UK) Limited

Tel: **DPA**
DPA

From: Goulder, Karen
Sent: 25 September 2017 18:46
To: Lee Hanford <**DPA**>
Subject: RE: COMPLAINTS UPDATE

No worries!

This is the interim I was going to email to the solicitors and Detention Services to cover us off for a bit.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: **DPA**

Email: **DPA** or **DPA**

www.g4s.com/uk

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SERVICE EXCELLENCE**

We achieve this through
**INNOVATION AND
TEAMWORK**

KG Rec 25/9/17.



**Duncan Lewis
Solicitors**

Duncan Lewis Fax			
To:	Alexandra Goldenberg	Company:	F22092017162424
Fax No:	DPA	Your Ref:	
From:		Our Ref:	

Duncan Lewis

Spencer House
29 Grove Hill Road
Harrow on the Hill
Middlesex, HA1 3BN

t: DPA
f:

DX 4216 HARROW

email: DPA

www.duncanlewis.com



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Duncan Lewis

Giving people a voice

Duncan Lewis Fax	
To: 01293 566580	Company: Brook House
Fax:	Your Ref: H1255090/004
From: Alexandra Goldenberg	Our Ref: E041070002
Date: 22/09/2017 00:00:00	Email: <input type="text" value="DPA"/>
Direct tel:	
Re:	

Duncan Lewis

Spencer House
29 Grove Hill Road
Harrow-On-The-Hill
Middlesex
HA1 3BN

t:
f:
DX: 4216 Harrow
email:

www.duncanlewis.com



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Duncan Lewis

FAO Karen Goulder – Complaints Clerk
Brook House IRC
Perimeter Road South
London Gatwick Airport
Gatwick
RH6 0PQ

Correspondence Address:
Spencer House
29 Grove Hill Road
Harrow On The Hill
HA1 3BN
DX 4216 Harrow

t: **DPA**
f: **DPA**
www.duncanlewis.com

Sent by fax only: **DPA**

Our ref: SULAIHAA/E041070 Sulaiha Ali 002 **D1538**
Your ref: H1255090/004
Date: 22 September 2017

Sulaiha Ali
Public Law

ddi: **DPA**
DPA

Branch: Harrow

Dear Sirs,

NAME OF CLIENT : **D1538**
DOB : **DPA**
NATIONALITY : Moroccan
PORT REFERENCE NO.: H1255090/004

RE: Complaint Reference Number – CMS 1310001563561

We continue to act for the above named client.

Our client made a complaint which was dated the 21 August 2017. We received receipt of the complaint on the 24th August 2017 in which you gave the date of your response as 20th September 2017. We are still yet to receive a response to our client's complaint nor have we received any reasons about why this response is delayed.

Could you please inform us of when the response will be submitted, and the reasons for the delay in this response. Our client had raised serious allegations which require a full and detailed investigation.

If you have any queries, please contact Sulaiha Ali by telephone on:

DPA

Please ensure that you quote our reference number SULAIHAA/E041070002 **D1538** in all correspondence and communications with this office.

Yours faithfully,

Duncan Lewis

Duncan Lewis



Our Ref: CMS 131000156351

Mr Philip Armitage
Duncan Lewis Solicitors
Spencer House
29 Grove Hill Road
Harrow on the Hill
HA1 3BN

Reference: SULAIHAA/E041070002/ **D1538**

**Brook House
Immigration Removal Centre**

Perimeter Road South
Gatwick Airport RH6 0PQ
England

Tel: **DPA**
Fax: **DPA**

&

D1538

Port Ref: H1255090/004
Harmondsworth IRC
Colnbrook By-Pass
Harmondsworth
West Drayton
UB7 0HB

24th August 2017

Dear Mr Armitage & **D1538**

Our Complaint Reference Number: CMS 131000156351

I am writing to inform you that we have received the faxed complaint from Duncan Lewis Solicitors, regarding **D1538**, which was dated the 21st of August 2017.

We have been allocated this complaint today, which I have forwarded onto our Diversity Detainee Custody Manager for investigation and we will aim to complete our response by the 20th of September 2017.

If, for any reason this date will not be met, we will write to you telling you the reasons why and what will happen next.

Yours sincerely

Signature

Karen Goulder
Complaints Clerk – Brook House IRC
G4S Custodial & Detention Services
Central Government Services

G4S

Registered Office: Farncombe House
Broadway, Worcestershire

Registered Number: 3333860 England