

7/07/2015	Open	FC3622a		TSL Security	07/07 ICRC complaint: [REDACTED] reports that he was subjected to ill-treatment by Wilson Security officers during events in January 2015. He reports that around 19 January, he was removed from his room in Delta compound by Wilson Security officers and beaten in the chest, abdomen, and face causing considerable bleeding. [REDACTED] bloody shirt was then removed, he was handcuffed, and four officers "threw" him into a vehicle. [REDACTED] reports that he had in fact been assisting with negotiations, and several Wilson Security officers reportedly attempted to advocate on his behalf during the beating and removal, to no avail. Whilst being removed, a female officer, [REDACTED], reportedly commented "Africans, they deserve to be treated like this. These people...deserve to be finished." [REDACTED] reports he was then taken to Manus Correctional Institution, where he reportedly witnessed other asylum seekers being assaulted by unidentified officers; he also observed expatriate Wilson Security staff at the prison laughing and smiling during the incidents. [REDACTED] sustained injuries to his mouth, nose and wrist, for which he received no medical care. He also contracted pneumonia whilst at the Manus Correctional Institution, and was only taken for medical care to Lorengau Hospital 17 days after arrival. There, after nearly one day, doctors informed him that he was IHMS's responsibility, and he was transferred to IHMS at 1am. The ICRC recommends that all possible support be provided to [REDACTED] to recover from his treatment and illness in January-February 2015 and queries why medical assistance was not made available. If he should wish it, the ICRC recommends a full investigation into [REDACTED] allegations against Wilson Security staff during his apprehension and transfer.	07/07 Received from [REDACTED] and forwarded to TSL Security for investigation.  14/07 Interim response provided by TSL Security.  12/07 [REDACTED] attempted to see [REDACTED] 090715 however he was asleep. [REDACTED] seen by Senior Investigator [REDACTED]. [REDACTED] stated his complaint through another transferee however his English is poor and appointment being made for an interpreter to assist. [REDACTED] 12/07 Video Footage reviewed [REDACTED] 14/07 Appointment made with interpreter for 0900hrs 14/07 14/07 Interview conducted 140715 [REDACTED] 14/07 Review Investigation plan and source relevant statements [REDACTED].  14/07 Email to HR [REDACTED] to request off island interviews [REDACTED] 16/07 seen by [REDACTED] and asked if he had put in a request for medical records required for the investigation as asked by [REDACTED] and he replied, "Yes I will put in a request." [REDACTED] 21/07 Transferred [REDACTED] seen at IHMS with Investigator [REDACTED] IHMS stated [REDACTED] had failed to fill out the request completely and they were not available. The medical officer provided the form to complete she signed it and said she would make an appointment up to a week time when [REDACTED] could return. [REDACTED] 24/07 Email to MIU Supervisor [REDACTED] asking to see transferee and ascertain if he has his medical records.  21/07 Interim response provided by TSL Security [REDACTED]. 25/07 [REDACTED] spoken to by [REDACTED] and has not yet heard back from IHMS [REDACTED] 30/07 Interim letter added [REDACTED] 3/07 3/1/15 1600hrs - Attended Footnote where [REDACTED] was spoken to and said "I didn't put a complaint or request in" and was not aware why we were investigating the matter. [REDACTED] was informed that this investigation is as a result of the red cross visit several weeks ago and we have been asked to investigate the matter. [REDACTED] was informed us that he has still not received his medical records from IHMS. [REDACTED] also advised that he was aware that the matter was outstanding until the records are received and will advise when he gets them from the doctor. [REDACTED]
7/07/2015	Closed	FC3623a		TSL Security	07/07 Complaint raised by ICRC: [REDACTED] reports that he was subjected to ill-treatment by Wilson Security officers during events in January 2015. When Wilson Security entered Delta compound on 19 January 2015, [REDACTED] reports having been singled out and kicked by the officers. After being handcuffed, officers led him to a vehicle where [REDACTED]. [REDACTED] alleges that he was beaten. He was then taken to Manus Correctional Institution, where [REDACTED] reportedly heard Australian security staff instructing PNG officers to beat the asylum seekers. He reports that he had no access to medical attention for two days at the prison. The ICRC requests clarification about [REDACTED] access to medical treatment and, if [REDACTED] should wish it, recommends an investigation into the allegations against Wilson Security staff during his apprehension and transfer.	07/07 Received from Ops Mgr [REDACTED] and forwarded to TSL Security for investigation.  15/07 Response provided by TSL Security [REDACTED].  We acknowledge the complaint. The International Committee of the Red Cross place with us on your behalf on the 07th of July 2015 in relation to events that we alleged to have occurred in January of 2015. You have previously been advised that the matter has been investigated by investigator [REDACTED] and Senior Investigator [REDACTED]. You were unable to provide any further information on the unknown staff member who you claim assaulted you in January 2015. A review of video footage was unable to identify any additional information to support your allegation. With the evidence available at this time your claim could not be supported. We would now like to take this opportunity to inform you that the matter is now closed. Thank you. The Complaints Coordinator on behalf of the Wilson Security Team. Resolution approved by TSL Ops [REDACTED]. Complaint closed.  OUTCOME: Unsubstantiated based on available evidence ACTION: No further action required at this stage