I am writing this formal complaint against Cynthia, a permanent controller at CIS, to address her ongoing discriminatory, harassing, and bullying behavior. This has not only negatively impacted my mental health but has also created a hostile work environment for my family members, who also work at the company as response officers.

On numerous occasions, Cynthia has abused her power as a permanent controller by deliberately assigning my father and brother to low-quality, undesirable sites. This pattern of behavior is a clear indication of her personal vendetta against me and my family and cannot be dismissed as mere coincidence.

For example, in the first of several instances, Cynthia purposefully targeted my brother by moving him from 10 Spring Gardens to Workman Republic, even though there were five other officers on standby available for reassignment. She then backfilled him with Paragon. I contacted her and politely asked if she could swap them around, citing an email sent by Site Manager, Luke, that specified the use of an untrained officer for Workman Republic, which could include Paragon. I suggested that a trained Paragon officer could be used instead, achieving the same outcome without unfairly targeting my brother. However, Cynthia adamantly refused to consider this alternative solution and became rude, asserting her position as a permanent controller over me as a response controller. She dismissed my suggestion even when I offered to take full responsibility for the move and deal with any consequences that might arise. This blatant disregard for viable alternatives, coupled with her persistent targeting of my family, showcases her unwillingness to work cooperatively and her discriminatory behaviour. This conversation took place at 00:00 on 25/03, and you can listen to the recording to verify these details.

In another incident the very next day, Cynthia targeted my brother again, moving him to Regents Estate, even with four officers on standby and Spitalfields being the only significant gap. Mumtaz, a trained officer at Regents and one of the four officers on standby, was available for assignment. Yet, Cynthia chose to move my untrained, fasting brother to cover the site, disregarding the availability of suitable officers. This lack of empathy for my brother's health while he is fasting and being sent to such difficult sites is extremely concerning.

Both Ross and I, as Controllers, look out for our families. Ross's partner, who is also a response officer, is treated with respect and courtesy by Cynthia, unlike my family. She often works at 10 Spring Gardens and isn't moved by Cynthia. However, as evidenced by these examples, Cynthia does not afford the same respect to my family. It is evident that there is a double standard in the way Cynthia treats our families. I want to emphasize that I have no issue with Ross or his partner; my issue is solely with Cynthia not treating my family with the same respect and courtesy. Including Ross, all the other controllers are considerate and professional, and we are happy to receive work from them. The problem lies specifically with Cynthia's persistent targeting of my family. It is crucial that Cynthia is instructed to leave my family and me out of her decisions, as there are plenty of other response officers available for assignments.

In this third example, Cynthia's apparent racial bias towards my Asian family becomes evident. Her actions seem to be influenced by a discriminatory mindset, which is manifesting in the form of unequal treatment.

On March 25th, when my father was rostered at 11 Charles Street, I had to ask another controller to move him, fearing that Cynthia would send him to a harder site. Instead of backfilling the site with an agency like Paragon, as she did in the first example with my brother, Cynthia placed Charles Owusu, a fellow Black officer, in that position. There were open gaps at other sites, but Cynthia chose to give him the comfortable site at 11 Charles Street.

It is crucial to note that I have no issue with Charles Owusu or him working at 11 Charles Street. The problem lies with Cynthia's apparent racial bias and unequal treatment of my family. By backfilling the site with Charles Owusu instead of an agency, Cynthia demonstrates a clear inconsistency in her decisions, which can be interpreted as favouring officers of her own ethnicity. My family, like any other officer, deserves equal respect and consideration. We are simply asking for the same treatment and highlighting the discrepancies in Cynthia's actions, which seem to be driven by racial bias.

In this final example, Cynthia's actions crossed a line when she moved my brother to LBC on April 12th while he was fasting and untrained. LBC is arguably the most challenging site under CIS, and Cynthia made this decision despite having two other officers on standby. Notably, Satwant Singh was also at 10 Spring Gardens that day. He has prior experience at LBC, but Cynthia chose to move my untrained, fasting brother instead of considering Satwant Singh or any other officer.

My brother ultimately refused to work at LBC, and the outcome of Cynthia's actions was counterproductive. Instead of my brother working at 10 Spring Gardens, a Paragon officer was assigned to the site, and LBC remained unallocated. This situation highlights the lack of foresight and empathy in Cynthia's decision-making. One must ask, "What did she achieve?" The answer is nothing. She made my brother's life harder and failed to solve the staffing issue at LBC.

As response officers, we understand that we have a duty to cover gaps and work at difficult sites like LBC. However, it's crucial to remember that this duty applies to all response officers, not just my brother. Cynthia should have considered other options rather than singularly targeting my brother. If Cynthia is indeed a "permanent" controller as she boasts, she should have been able to cover the gap without causing unnecessary strife for my family.

Cynthia's actions have directly led to this complaint. Her methods are detrimental to the relationship between officers and the control room. It is important to note that the control room and other controllers are generally pleasant and professional; it is Cynthia alone who has drawn such criticism. Many officers have expressed their disapproval of her behaviour, calling her rude and difficult to work with.

It is important to address the potential accusation of favouritism towards my family. To clarify, rostering decisions are made by all controllers, including Cynthia and Ross. As mentioned previously, Ross rosters his partner, who is in a similar situation as my family and Cynthia also roster herself at 10 Spring Gardens. Therefore, if other controllers can make rostering decisions involving their close ones, it should be acceptable for me to do the same. The focus of this complaint is the unfair treatment and targeting of my family by Cynthia, not the rostering decisions I have made.

In the last month, there were only two instances when my brother was not targeted and moved by Cynthia: the 3rd and 4th of April. In every other case when my brother was working at the same time as Cynthia, she has made deliberate moves to relocate him. It is worth noting that during those two days, the beginning of April, many response officers were returning from their holidays, and there was an influx of officers on standby. Consequently, the standby list was full, and there were no unallocated duties available.

Moreover, the only open duties in the morning were at sites such as One Creechurch or The Bloom, which require trained officers. In these instances, my brother could not have been moved due to the specific requirements of the sites. It seems that Cynthia's inability to move my brother on these two occasions was not due to her restraint or consideration, but rather because of external circumstances preventing her from doing so.

In conclusion, as the above examples show, Cynthia's actions have consistently targeted and unfairly treated my family. We simply want to maintain a civil work environment, as things have been fine without her interference. Unfortunately, Cynthia's rude behavior, discriminatory actions, and targeting have negatively impacted our working experience.

The ongoing harassment and discriminatory actions have had a significant impact on our mental health and job satisfaction. We believe that a resolution to this issue is essential not only for maintaining a fair and inclusive work environment but also for safeguarding the mental well-being of all employees affected by Cynthia's actions.

While we expect that this matter will be treated with the utmost seriousness, our main goal is to ensure that Cynthia does not have the authority to move or assign us to different sites. We understand that, as response officers, we may be required to change sites, but we would prefer that other controllers handle our assignments.

Please let me know the next steps in this process, as I am prepared to provide further details and evidence if required. I expect that all necessary actions will be taken to protect the well-being of myself and my family members.

Thank you for your prompt attention to this issue.

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Thank you for taking out the time for this.

Hi Ben, I want to start by asking you to treat this complaint as seriously as you would any other and to help resolve the issues my family and I are facing. I'm recording this conversation as evidence in case I need it in the future. I'm sure you're aware of the ongoing issue between Cynthia and me, but I want to discuss how she's been consistently targeting my family and me over the past month. She's been abusing her authority as a controller to move my family to difficult sites because she has a personal vendetta against me, for reasons I don't understand. She's constantly making our lives difficult, and it's affecting our well-being.

You already know about her moving my brother to Workman Republic and Regents and how she refused to listen to me during our conversation. I don't want to dwell on that; I want to talk about what she did on Tuesday when she tried to move my brother to LBC. She crossed a line there, plain and simple. There were two other people on standby, but she deliberately chose to move my fasting brother to LBC, without making any effort to cover the site with alternative options. It seems like she used LBC as an excuse to target my brother, ensuring he wouldn't work that day.

I understand my brother is a response officer, but so is Satwant Singh, who was also rostered to work at 10 Spring Gardens and has been to LBC before. Instead of making the more logical move, she purposefully targeted my brother to hurt me. She didn't even try anyone else. All she did that morning was replace my brother with a Paragon officer at 10 Spring Gardens. It's clear she targeted only my brother and no one else.

I appreciate that you've already spoken to her, Ben, but as you can see, the situation hasn't been resolved. In fact, it's worsened. Every chance she's had this past month, she's moved my brother to a worse site, and I have evidence of that in my complaint right here.

**Talk about following week and LBC LINE .**

I don't want to go forward with this complaint because I don't want to cause trouble. I've initiated this meeting precisely because I want to settle this issue here and now, and nip it in the bud. My hope is to resolve this peacefully without creating more problems or escalating the situation further

.I want to mention that we're fine with the other controllers, and it's only Cynthia causing problems. We've been fine without her interference, and we wish to keep it that way. I don't want to be involved with her, and I surely don't want her to be involved with me or my family.

All I ask, Ben, is that you kindly speak to her one more time, with a more assertive and serious tone, and ask her to leave my family and me alone. She can't just listen to what you say and then ignore it. There's no such thing as three strikes. She messed with my family once, you spoke to her, she messed up again, and now we're here, hoping you'll speak to her again. I don't want there to be a third time; she can't keep getting away with this. I need you to tell her there will be consequences if she continues to mess with my family because she's causing us mental and physical pain and creating a hostile working environment for us.

**Cold from republic**

"This issue can be resolved simply by asking her to leave us alone. No one loses anything in this situation. As a supervisor, it is your responsibility to ensure that controllers aren't harassing or targeting others and that we, as response officers, feel safe and respected in our working environment. I hope you resolve this issue as soon as possible because my brother is scheduled to work next week at the same time as Cynthia, and I'm contemplating removing him from those shifts for fear that Cynthia will move him again. You see the problem – my family and I shouldn't have to live in fear, stress, or worry about Cynthia as we go about our work. Thanks for your understanding, Ben."