Investigation Report – Incident in Room 17.12

Incident Date: 27 September 2025
Location: Chapter Spitalfields – Room 17.12
Investigating Manager: Anil Hayat
Report Date: 28/09/2025

1. Background

On 27 September 2025, during check-in at Chapter Spitalfields, a serious allegation was raised by the parents of a student (Mr. & Mrs. Allison). They reported finding two members of Londonist housekeeping staff (Meherun Akter and Pappu Kumar Chaudhary) in **room 17.12** in what they described as a compromising and sexual situation. The matter was escalated to Londonist management for investigation.

2. Allegation

The parents alleged that:

- Both cleaners were found **on the bed together**, **naked**, and engaged in **sexual intercourse**.
- The mother took a **photograph**, after which one of the staff allegedly said: *"I need to put my clothes on"* and *"We may lose our job"*.
- The staff member then allegedly **locked the door**.
- The parents repeatedly described the situation as "sex" and "shagging."
- Their daughter, Isis, also witnessed the incident and was left in **shock and tears**.

3. Evidence Collected

a) Parents' Account

- Consistently alleged sexual intercourse, with repeated use of the words "sex" and "shagging."
- Stated that one staff member was unclothed and made remarks about needing to put clothes on.
- Claimed a photo was taken at the scene (not yet produced to Londonist).
- Expressed severe distress and dissatisfaction, stating: *"We were not expecting anything like this to happen in the room where our daughter will be staying."*

b) Residence Management Account

- Confirmed parents reported finding staff in a "compromising state."

- Reported significant distress to the family, who demanded escalation.
- Confirmed issues with alternative room allocations, which compounded dissatisfaction.
- Reported cleanliness issues even after re-cleaning.

c) Employee Statements

- **Meherun Akter:**
  - Admitted lying down on the bed due to a headache.
  - Claimed Pappu was sitting beside the bed.
  - Denied any inappropriate behaviour or contact.
  - Apologised for misunderstanding and acknowledged it looked unprofessional.
- **Pappu Kumar (initial & clarification):**
  - Admitted being in the room, sitting near Meherun.
  - Denied intercourse or inappropriate behaviour.
  - Confirmed he was officially assigned to **AXO Seven Sisters** that day and moved to Spitalfields without manager approval after a phone call with Meherun.
  - Acknowledged he should have informed his manager before moving sites.

d) Other Staff / Operational Reports

- Reception confirmed parents reported "sexual intercourse" at ~17:30.
- Residence confirmed alternative rooms offered were either occupied or wrong category.
- Staff Member Divyansh was eventually assigned to re-clean the room after parents refused to allow Meherun or Pappu to return.

4. Findings

4.1 Proven Facts

- Both employees were in **room 17.12** during check-in time.
- Meherun was lying on the bed; Pappu was nearby.
- Pappu moved between residences without authorisation.
- Their conduct was witnessed by the student and her parents, who reported it immediately.

- The incident caused significant operational disruption, reputational damage, and guest distress.

4.2 Allegation of Sexual Intercourse

- Parents allege intercourse, nudity, and specific remarks by staff.
- Staff strongly deny this, claiming it was only resting due to illness.
- No independent physical proof (photo not produced, no CCTV).
- Conclusion: Cannot be substantiated beyond doubt.

4.3 Professional Misconduct

- Staff admit lying/sitting on a resident's bed.
- Presence together in a student's room outside operational necessity created the appearance of inappropriate conduct.
- This constitutes a serious breach of professional standards, regardless of whether intercourse occurred.

4.4 Reputational Damage

- The allegation led to:

- Parents refusing to stay in the room.
- Student and family moving to a hotel.
- Ongoing customer dissatisfaction.
- Escalation to residence management and Londonist leadership.

5. Conclusion

- **Sexual intercourse allegation:** Serious, repeated, consistent witness evidence, but not corroborated by physical proof.
- **Proven misconduct:**

- Staff used a resident's bed inappropriately.
- Staff were in the room in a way that created the appearance of sexual activity.
- Pappu moved between sites without authorisation.

- **Impact:** Severe — guest distress, reputational damage, operational disruption.

On the **balance of probabilities**, the employees' actions constitute **gross misconduct**, as defined in the Staff Handbook:

- Serious breach of trust and confidence.
- Behaviour damaging the reputation of the Company.

- Conduct that creates a humiliating and distressing environment for residents.

6. Action List

- Reach parent to claim a photo which has been taken at the scene.
- Proceed to a **disciplinary hearing** for both employees on charges of **gross misconduct**.
- The hearing will give both employees the opportunity to formally respond to the allegations before a final decision is made.
- Potential outcome: **Summary dismissal** (termination without notice).
- Additional actions:
    - Staff not to be reassigned to Spitalfields.
    - Mandatory refresher training on professional conduct, boundaries, and cross-site authorisation for all housekeeping staff.
    - Service recovery with Mr. Allison and family, including formal apology.
    - Review of check-in and escalation processes to prevent recurrence.
    - Noted: Meherun did not inform her supervisor or manager about her health condition prior to lying down in the resident's room, which demonstrates a lack of judgment and failure to follow correct reporting procedures.