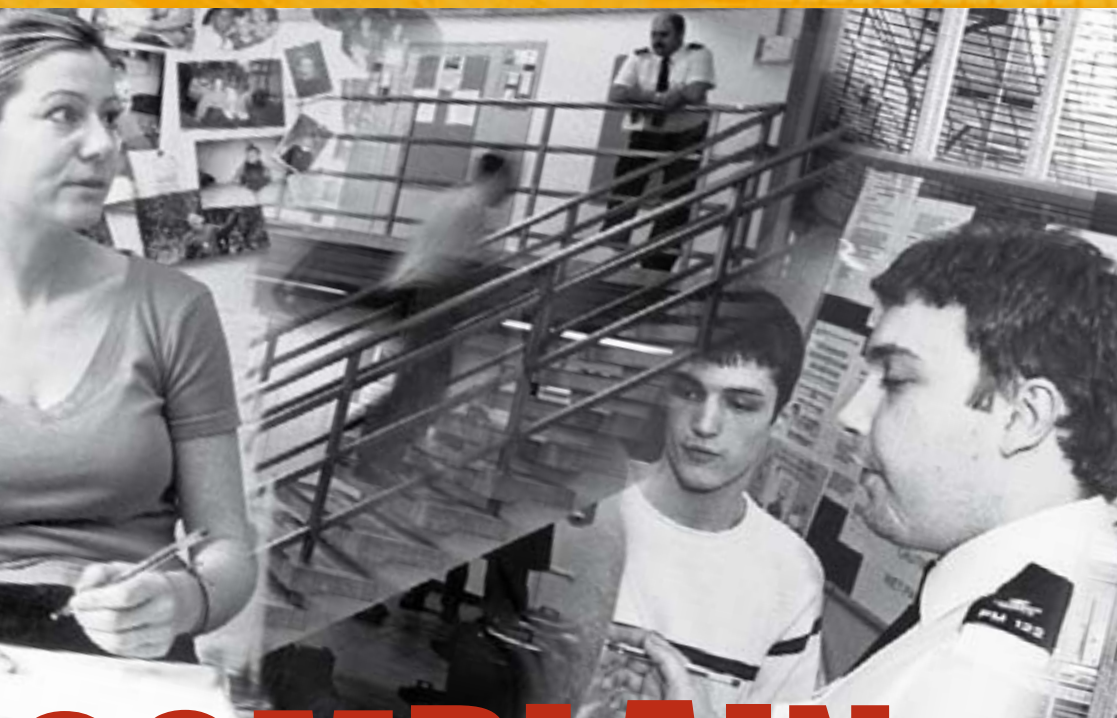


Prisons
leaflet

PRISONS AND PROBATION
OMBUDSMAN
for England and Wales



Independent Investigations

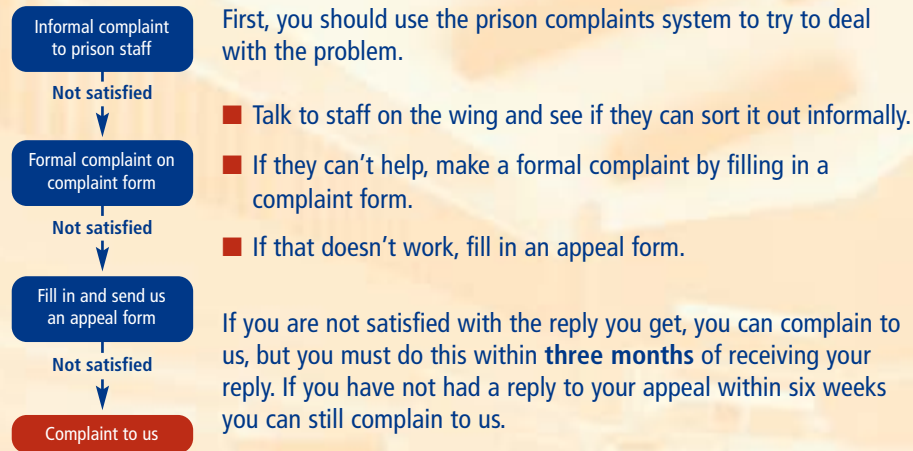


COMPLAIN WITH CONFIDENCE

**Making a complaint to the Prisons
and Probation Ombudsman**

Objective . Open . Effective

When can you complain to us?



How do you make a complaint to us?

Fill in the form attached to this leaflet or, if you prefer, write to us with details of your complaint. We only need brief details at first, but it helps if you send us your complaint appeal form. We will contact you if we need any extra information.

If you don't want anybody to read your letter before it leaves the prison, you should write using **Confidential Access**. The prison will pay the postage whether you use the form or write us a letter.

If you have a problem reading or writing, ask a friend or relative or a member of the Board of Visitors to help.

Complain with confidence

Who can complain?

All prisoners – sentenced and remand, men and women, adults and young prisoners – are entitled to complain to us.



What can you complain about?

You can complain about almost anything to do with the way the Prison Service have treated you, except for parole decisions and a few other circumstances that rarely apply. (We will tell you if they do.)

What happens **after** you have complained?

We will read your complaint and write to you within 10 days, telling you whether we accept your complaint. If we do not accept your complaint, we will explain why.

How do we decide **whether** we agree with your complaint?

We deal with all complaints by taking a fresh look at the evidence and then reaching a judgement about what is the right thing to do. Whatever the outcome of your complaint, we will always tell you the reasons behind our decision.



What happens when we **investigate** your complaint?

We will gather information about your complaint from you, the Prison Service and anyone else we think might be able to help. We will then try to settle your complaint in one of the following ways.

- Local resolution – This means trying to find a solution that you and the prison can both agree on. This is often the quickest way to deal with the complaint.
- A brief report or letter – We use this when the two sides cannot agree. It can also be quite quick.
- A full report – We also use this when the two sides cannot agree. It is more detailed than the brief report and takes longer to write.

We aim to deal with your complaint in one of these three ways within 12 weeks of starting the investigation. If we agree with your complaint, the report will also include a recommendation to the Prison Service about what they should do to put things right.

Prisons and Probation Ombudsman
Ashley House, 2 Monck Street, London SW1P 2BQ

Phone: 020 7035 2876

E-mail: mail@ppo.gsi.gov.uk

www.ppo.gov.uk

Application form

Please fill in the form below and send it to us.

Your personal details

Surname: Title (Mr, Mrs, Ms, Miss):

First name:

Prison number:

Date of birth: / /

Please give the name of the prison and the wing where you are held, or your home address if you have been released.

Please give details of any special needs we need to bear in mind when we are dealing with your complaint or communicating with you.

If you are still in prison, what is your release date? / /

Your complaint (Continue on another sheet of paper if necessary.)

Which prison were you in when the matter you are complaining about happened?

Have the Prison Service considered your complaint? Yes No

Have you appealed to the Prison Service? Yes No

If 'Yes', please send us a copy of their reply. If you have not received a reply, it is unlikely that we will be able to investigate your complaint.

If your complaint is about lost or damaged property, please send us a full description of the items, information about when and where they were bought, and any receipts.

If your complaint is about an adjudication please give the charge number.

Charge number: Date: / /

What is your complaint about?

When did it happen? / /

What do you think should be done to put things right?

Where can you get more information?

■ Phone:

020 7035 2876

■ Write to:

**Prisons and Probation Ombudsman
Ashley House
2 Monck Street
London
SW1P 2BQ**

■ Visit our website at:

www.ppo.gov.uk

This leaflet is also available on audio tape and in the following languages: Welsh, Arabic, Bengali, Chinese, Dutch, French, German, Greek, Gujerati, Hindi, Italian, Polish, Portuguese, Punjabi, Russian, Spanish, Tamil, Turkish, Urdu, Vietnamese.

Please ask for copies from the wing office,
or phone 020 7035 2876.



Plain English Campaign's Crystal Mark applies to wording only.

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