

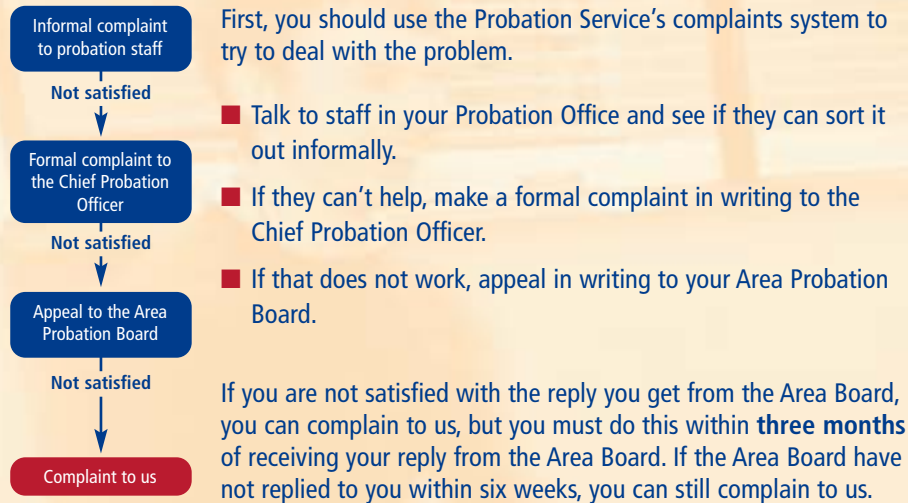


YOU NOW HAVE THE RIGHT TO COMPLAIN WITH CONFIDENCE

**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 copies of the original complaint and your complaint appeal form. We will contact you if we need any extra information.

If you have a problem reading or writing, ask a friend or relative to help.

You **now** have the **right** to **complain** with **confidence**

Who can complain?

If you have had a pre-sentence report written about you or you are on supervision or licence, you can complain to us about the way you have been treated.



What can you complain about?

You can complain about almost anything to do with the way the Probation Service has 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 Probation 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 Area Probation Board 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 done quickly.
- **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 Area Board 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:

Address (including postcode):

E-mail address:

Phone number:

Date of birth: / /

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

Your probation details

Address of your probation office:

If you are on supervision:

Type of supervision you are on:

When your supervision started: / / When it will end: / /

Name of your probation officer:

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

What is your complaint about?

When did it happen? / /

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

Have the Probation Service considered your complaint? Yes No

Have you appealed to the Probation Service? Yes No

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

Where can I 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 at your probation office,
or phone 020 7035 2876.



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

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