

Annual Figures for Complaints Jan – Dec 2010

From 1 January to 31 December 2010, the PPO received 5,112 complaints from prisoners, people under supervision by the Probation Service and immigration detainees. This represents a 15% increase on the previous calendar year.

A large proportion of the complaints we receive are not eligible for investigation. This is usually because the complainant has not completed all stages of the internal complaints process but sometimes the complaint comes from a third party, is outside time limits or is outside the remit of the PPO. In 2010 2,413 complaints (47%) were deemed eligible for investigation.

The number of investigations completed in 2010 was 2,381. This represents a 22% increase on the number completed in 2009.

The following table shows the figures for the three types of complaint investigations which are covered by the PPO's Terms of reference:

2010	Received	Eligible	Investigations Completed
Prison	4,466	2,271	2,242
Probation	519	68	75
Immigration	127	74	64
Total	5,112	2,413	2,381