

PPO Complaints DVD Transcript

SUBTITLE: 1 TIMEIN: 10:00:07:04 DURATION: 02:21 TIMEOUT: 10:00:10:00
I made a complaint as the prison laundry lost my clothes.

SUBTITLE: 2 TIMEIN: 10:00:10:04 DURATION: 03:01 TIMEOUT: 10:00:13:05
Basically, I complained because I wanted a laptop in my cell

SUBTITLE: 3 TIMEIN: 10:00:13:09 DURATION: 02:22 TIMEOUT: 10:00:16:06
to aid me in my studies and I was told I couldn't have one.

SUBTITLE: 4 TIMEIN: 10:00:16:10 DURATION: 03:07 TIMEOUT: 10:00:19:17
I complained because every time I was going to get my meds,

SUBTITLE: 5 TIMEIN: 10:00:19:21 DURATION: 03:07 TIMEOUT: 10:00:23:03
because everybody was queuing up one behind the other,

SUBTITLE: 6 TIMEIN: 10:00:23:07 DURATION: 02:05 TIMEOUT: 10:00:25:12
people were overhearing what meds I was on.

SUBTITLE: 7 TIMEIN: 10:00:25:16 DURATION: 03:07 TIMEOUT: 10:00:28:23
It made life difficult for me and that's why I complained.

SUBTITLE: 8 TIMEIN: 10:00:29:02 DURATION: 05:02 TIMEOUT: 10:00:34:04
MAKING A COMPLAINT TO THE PRISONS AND PROBATION OMBUDSMAN

SUBTITLE: 9 TIMEIN: 10:00:35:07 DURATION: 02:22 TIMEOUT: 10:00:38:04
We consider complaints

SUBTITLE: 10 TIMEIN: 10:00:38:08 DURATION: 02:05 TIMEOUT: 10:00:40:13
from anybody who's in custody.

SUBTITLE: 11 TIMEIN: 10:00:40:17 DURATION: 01:12 TIMEOUT: 10:00:42:04
What we hope to do

SUBTITLE: 12 TIMEIN: 10:00:42:08 DURATION: 03:04 TIMEOUT: 10:00:45:12
is to provide a service to complainants,

SUBTITLE: 13 TIMEIN: 10:00:45:16 DURATION: 04:17 TIMEOUT: 10:00:50:08
so they feel that their complaints are considered by an outside body.

SUBTITLE: 14 TIMEIN: 10:00:50:12 DURATION: 02:08 TIMEOUT: 10:00:52:20
If you've got a case that you want to be heard,

SUBTITLE: 15 TIMEIN: 10:00:52:24 DURATION: 02:05 TIMEOUT: 10:00:55:04

and you want it to be dealt with objectively

SUBTITLE: 16 **TIMEIN: 10:00:55:08** **DURATION: 02:08** **TIMEOUT: 10:00:57:16**
by somebody who won't be biased or take sides,

SUBTITLE: 17 **TIMEIN: 10:00:57:20** **DURATION: 02:15** **TIMEOUT: 10:01:00:10**
then you would go to somebody like the Ombudsman.

SUBTITLE: 18 **TIMEIN: 10:01:00:14** **DURATION: 02:21** **TIMEOUT: 10:01:03:10**
That's exactly what they do. They look at things fairly.

SUBTITLE: 19 **TIMEIN: 10:01:03:14** **DURATION: 01:22** **TIMEOUT: 10:01:05:11**
It's not like us against them.

SUBTITLE: 20 **TIMEIN: 10:01:06:18** **DURATION: 01:12** **TIMEOUT: 10:01:08:05**
You can only use the Ombudsman

SUBTITLE: 21 **TIMEIN: 10:01:08:09** **DURATION: 05:18** **TIMEOUT: 10:01:14:02**
after you have actually exhausted all the other complaints processes.

SUBTITLE: 22 **TIMEIN: 10:01:14:06** **DURATION: 03:04** **TIMEOUT: 10:01:17:10**
Whenever a prisoner complains in an establishment

SUBTITLE: 23 **TIMEIN: 10:01:17:14** **DURATION: 01:17** **TIMEOUT: 10:01:19:06**
and remains dissatisfied,

SUBTITLE: 24 **TIMEIN: 10:01:19:10** **DURATION: 02:16** **TIMEOUT: 10:01:22:01**
it comes to us to look at and to consider.

SUBTITLE: 25 **TIMEIN: 10:01:22:05** **DURATION: 02:02** **TIMEOUT: 10:01:24:07**
And we put a fresh pair of eyes on it

SUBTITLE: 26 **TIMEIN: 10:01:24:11** **DURATION: 03:22** **TIMEOUT: 10:01:28:08**
just to see whether the decision that the prisoner's made is fair,

SUBTITLE: 27 **TIMEIN: 10:01:28:12** **DURATION: 01:17** **TIMEOUT: 10:01:30:04**
reasonable and the right one.

SUBTITLE: 28 **TIMEIN: 10:01:30:08** **DURATION: 01:21** **TIMEOUT: 10:01:32:04**
I would describe the Ombudsman

SUBTITLE: 29 **TIMEIN: 10:01:32:08** **DURATION: 03:19** **TIMEOUT: 10:01:36:02**
as people who are prepared to listen to you.

SUBTITLE: 30 **TIMEIN: 10:01:36:06** **DURATION: 02:17** **TIMEOUT: 10:01:38:23**
They are neutral. They don't take sides.

SUBTITLE: 31 **TIMEIN: 10:01:39:02** **DURATION: 02:16** **TIMEOUT: 10:01:41:18**
They look at each case for what it is

SUBTITLE: 32 **TIMEIN: 10:01:41:22** **DURATION: 03:04** **TIMEOUT: 10:01:45:01**
and will deal with it on its merit.

SUBTITLE: 33 **TIMEIN: 10:01:47:00** **DURATION: 01:10** **TIMEOUT: 10:01:48:10**
COMPLAINT 1

SUBTITLE: 34 **TIMEIN: 10:01:48:14** **DURATION: 01:09** **TIMEOUT: 10:01:49:23**
THE PRISONER

SUBTITLE: 35 **TIMEIN: 10:01:50:02** **DURATION: 01:22** **TIMEOUT: 10:01:51:24**
THE INVESTIGATOR

SUBTITLE: 36 **TIMEIN: 10:01:56:03** **DURATION: 02:14** **TIMEOUT: 10:01:58:17**
I filed a complain because I took my clothes, yeah,

SUBTITLE: 37 **TIMEIN: 10:01:58:21** **DURATION: 02:08** **TIMEOUT: 10:02:01:04**
my outside clothes, my personal belongings,

SUBTITLE: 38 **TIMEIN: 10:02:01:08** **DURATION: 01:10** **TIMEOUT: 10:02:02:18**
to the laundry to be washed.

SUBTITLE: 39 **TIMEIN: 10:02:02:22** **DURATION: 03:05** **TIMEOUT: 10:02:06:02**
So, when I have visits, I can look fresh and clean.

SUBTITLE: 40 **TIMEIN: 10:02:06:06** **DURATION: 03:07** **TIMEOUT: 10:02:09:13**
They told me to come back for my stuff during afternoon association.

SUBTITLE: 41 **TIMEIN: 10:02:09:17** **DURATION: 02:17** **TIMEOUT: 10:02:12:09**
So, I've gone to pick up my clothes and I've got there,

SUBTITLE: 42 **TIMEIN: 10:02:12:13** **DURATION: 02:02** **TIMEOUT: 10:02:14:15**
and they tell me my clothes are not there.

SUBTITLE: 43 **TIMEIN: 10:02:14:19** **DURATION: 03:14** **TIMEOUT: 10:02:18:08**
I said, "You're responsible because I'm giving you my clothes.

SUBTITLE: 44 **TIMEIN: 10:02:18:12** **DURATION: 02:19** **TIMEOUT: 10:02:21:06**
"You tell me they're not there, so what happens next?"

SUBTITLE: 45 **TIMEIN: 10:02:21:10** **DURATION: 01:23** **TIMEOUT: 10:02:23:08**
And there's... there was no answer.

SUBTITLE: 46 **TIMEIN: 10:02:23:12** **DURATION: 03:12** **TIMEOUT: 10:02:26:24**
I need my clothes, do you understand? So I filed a complaint.

SUBTITLE: 47 **TIMEIN: 10:02:27:03** **DURATION: 02:23** **TIMEOUT: 10:02:30:01**
Although this was a relatively small amount of clothing,

SUBTITLE: 48 **TIMEIN: 10:02:30:05** **DURATION: 01:23** **TIMEOUT: 10:02:32:03**
it was very important to the prisoner

SUBTITLE: 49 **TIMEIN: 10:02:32:07** **DURATION: 04:15** **TIMEOUT: 10:02:36:22**
because it was his identity, if you like, within the prison.

SUBTITLE: 50 **TIMEIN: 10:02:37:01** **DURATION: 04:00** **TIMEOUT: 10:02:41:01**
The governor said, "Well, there's nothing we can really do.

SUBTITLE: 51 **TIMEIN: 10:02:41:05** **DURATION: 03:05** **TIMEOUT: 10:02:44:10**
"If you've handed in your clothes, it's your responsibility."

SUBTITLE: 52 **TIMEIN: 10:02:44:14** **DURATION: 02:01** **TIMEOUT: 10:02:46:15**
I thought, "How is it my responsibility?"

SUBTITLE: 53 **TIMEIN: 10:02:46:19** **DURATION: 03:01** **TIMEOUT: 10:02:49:20**
"I've got no control over what happens in the laundry."

SUBTITLE: 54 **TIMEIN: 10:02:49:24** **DURATION: 04:06** **TIMEOUT: 10:02:54:05**
I phoned the Ombudsman and they said they would investigate the case.

SUBTITLE: 55 **TIMEIN: 10:02:55:07** **DURATION: 02:03** **TIMEOUT: 10:02:57:10**
I contacted the wing manager

SUBTITLE: 56 **TIMEIN: 10:02:57:14** **DURATION: 03:03** **TIMEOUT: 10:03:00:17**
who explained it was a private arrangement between prisoners

SUBTITLE: 57 **TIMEIN: 10:03:00:21** **DURATION: 04:04** **TIMEOUT: 10:03:05:00**
because it was their own clothing and they could not be responsible

SUBTITLE: 58 **TIMEIN: 10:03:05:04** **DURATION: 03:08** **TIMEOUT: 10:03:08:12**
if one prisoner had lost another prisoner's clothing.

SUBTITLE: 59 **TIMEIN: 10:03:08:16** **DURATION: 02:23** **TIMEOUT: 10:03:11:14**
Really, he had no alternative but to use the wing laundry.

SUBTITLE: 60 **TIMEIN: 10:03:11:18** **DURATION: 01:23** **TIMEOUT: 10:03:13:16**
There simply weren't enough machines

SUBTITLE: 61 **TIMEIN: 10:03:13:20** **DURATION: 02:13** **TIMEOUT: 10:03:16:08**
for prisoners to wash their clothes themselves.

SUBTITLE: 62 **TIMEIN: 10:03:17:09** **DURATION: 01:18** **TIMEOUT: 10:03:19:02**
By coming to the Ombudsman,

SUBTITLE: 63 **TIMEIN: 10:03:19:06** **DURATION: 03:15** **TIMEOUT: 10:03:22:21**
they had the benefit of an outside person judging what was reasonable.

SUBTITLE: 64 **TIMEIN: 10:03:23:00** **DURATION: 01:00** **TIMEOUT: 10:03:24:00**
And in this case,

SUBTITLE: 65 **TIMEIN: 10:03:24:04** **DURATION: 04:01** **TIMEOUT: 10:03:28:05**
it was not reasonable to require prisoners to use the prison laundry

SUBTITLE: 66 **TIMEIN: 10:03:28:09** **DURATION: 03:13** **TIMEOUT: 10:03:31:22**
without any sort of guarantee that they would get their clothes back.

SUBTITLE: 67 **TIMEIN: 10:03:33:10** **DURATION: 02:18** **TIMEOUT: 10:03:36:03**
They upheld my case, so I was victorious in that.

SUBTITLE: 68 **TIMEIN: 10:03:36:07** **DURATION: 01:23** **TIMEOUT: 10:03:38:05**
They said what they were going to do

SUBTITLE: 69 **TIMEIN: 10:03:38:09** **DURATION: 02:05** **TIMEOUT: 10:03:40:14**
is that the prison are going to reimburse me

SUBTITLE: 70 **TIMEIN: 10:03:40:18** **DURATION: 02:22** **TIMEOUT: 10:03:43:15**
for the worth of my clothing, which was great.

SUBTITLE: 71 **TIMEIN: 10:03:43:19** **DURATION: 04:17** **TIMEOUT: 10:03:48:11**
What that meant is the prison started taking more care of people's clothes

SUBTITLE: 72 **TIMEIN: 10:03:48:15** **DURATION: 02:15** **TIMEOUT: 10:03:51:05**
as they don't want to be forking out money every week

SUBTITLE: 73 **TIMEIN: 10:03:51:09** **DURATION: 01:11** **TIMEOUT: 10:03:52:20**
for clothes that go missing.

SUBTITLE: 74 **TIMEIN: 10:03:52:24** **DURATION: 01:08** **TIMEOUT: 10:03:54:07**
So, it didn't just help me.

SUBTITLE: 75 **TIMEIN: 10:03:54:11** **DURATION: 02:17** **TIMEOUT: 10:03:57:03**
I like to think I've made a change for the whole prison.

SUBTITLE: 76 **TIMEIN: 10:03:57:07** **DURATION: 02:23** **TIMEOUT: 10:04:00:05**
When I walk around the wing now everyone gives me a high five

SUBTITLE: 77 **TIMEIN: 10:04:00:09** **DURATION: 02:03** **TIMEOUT: 10:04:02:12**
because they know their clothes are safe.

SUBTITLE: 78 **TIMEIN: 10:04:02:16** **DURATION: 02:00** **TIMEOUT: 10:04:04:16**
So it's good, man. I'm happy.

SUBTITLE: 79 **TIMEIN: 10:04:05:21** **DURATION: 01:05** **TIMEOUT: 10:04:07:01**
COMPLAINT 2

SUBTITLE: 80 **TIMEIN: 10:04:07:05** **DURATION: 01:05** **TIMEOUT: 10:04:08:10**
THE PRISONER

SUBTITLE: 81 **TIMEIN: 10:04:08:14** **DURATION: 01:15** **TIMEOUT: 10:04:10:04**
THE INVESTIGATOR

SUBTITLE: 82 **TIMEIN: 10:04:10:08** **DURATION: 04:07** **TIMEOUT: 10:04:14:15**
My complaint was about the usage of an in-cell laptop computer.

SUBTITLE: 83 **TIMEIN: 10:04:14:19** **DURATION: 02:16** **TIMEOUT: 10:04:17:10**
I'm studying Computer Animated Design,

SUBTITLE: 84 **TIMEIN: 10:04:17:14** **DURATION: 04:16** **TIMEOUT: 10:04:22:05**
and I feel I could put my time to better use

SUBTITLE: 85 **TIMEIN: 10:04:22:09** **DURATION: 02:03** **TIMEOUT: 10:04:24:12**
if I had the use of a laptop in my cell

SUBTITLE: 86 **TIMEIN: 10:04:24:16** **DURATION: 02:18** **TIMEOUT: 10:04:27:09**
to forward my career, basically, when I leave prison.

SUBTITLE: 87 **TIMEIN: 10:04:27:13** **DURATION: 01:09** **TIMEOUT: 10:04:28:22**
It was a genuine complaint.

SUBTITLE: 88 **TIMEIN: 10:04:29:01** **DURATION: 05:07** **TIMEOUT: 10:04:34:08**
The prisoner had a valid reason for wanting the laptop in his cell.

SUBTITLE: 89 **TIMEIN: 10:04:34:12** **DURATION: 03:09** **TIMEOUT: 10:04:37:21**
His request was supported by the Education department

SUBTITLE: 90 **TIMEIN: 10:04:38:00** **DURATION: 05:11** **TIMEOUT: 10:04:43:11**
and he secured the funds himself to procure a laptop.

SUBTITLE: 91 **TIMEIN: 10:04:43:15** **DURATION: 03:08** **TIMEOUT: 10:04:46:23**
I thought it would be a great idea if I could get a computer in my cell

SUBTITLE: 92 **TIMEIN: 10:04:47:02** **DURATION: 03:04** **TIMEOUT: 10:04:50:06**
and with all the modifications to it that I can get -

SUBTITLE: 93 **TIMEIN: 10:04:50:10** **DURATION: 02:22** **TIMEOUT: 10:04:53:07**
it's got no Wi-Fi, it's got no internet access,

SUBTITLE: 94 **TIMEIN: 10:04:53:11** **DURATION: 04:16** **TIMEOUT: 10:04:58:02**
and which I've paid for myself through funding and charities.

SUBTITLE: 95 **TIMEIN: 10:04:58:20** **DURATION: 03:23** **TIMEOUT: 10:05:02:18**
I presented that to the prison and the prison wasn't happy with it.

SUBTITLE: 96 **TIMEIN: 10:05:02:22** **DURATION: 03:05** **TIMEOUT: 10:05:06:02**
I made a complaint through the formal complaint system

SUBTITLE: 97 **TIMEIN: 10:05:06:06** **DURATION: 01:15** **TIMEOUT: 10:05:07:21**
to no avail.

SUBTITLE: 98 **TIMEIN: 10:05:08:00** **DURATION: 03:15** **TIMEOUT: 10:05:11:15**
I spoke to wing governors and nothing came of it.

SUBTITLE: 99 **TIMEIN: 10:05:11:19** **DURATION: 02:09** **TIMEOUT: 10:05:14:03**
Eventually, I found out about the Ombudsman

SUBTITLE: 100 **TIMEIN: 10:05:14:07** **DURATION: 01:03** **TIMEOUT: 10:05:15:10**
and made my complaint.

SUBTITLE: 101 **TIMEIN: 10:05:15:14** **DURATION: 03:08** **TIMEOUT: 10:05:18:22**
When I visited the prisoner who made the complaint,

SUBTITLE: 102 **TIMEIN: 10:05:19:01** **DURATION: 02:14** **TIMEOUT: 10:05:21:15**
I was very impressed by his attitude to his studies

SUBTITLE: 103 **TIMEIN: 10:05:21:19** **DURATION: 01:03** **TIMEOUT: 10:05:22:22**
and was left in no doubt

SUBTITLE: 104 **TIMEIN: 10:05:23:01** **DURATION: 02:05** **TIMEOUT: 10:05:25:06**
that he would have made good use of the laptop

SUBTITLE: 105 **TIMEIN: 10:05:25:10** **DURATION: 01:04** **TIMEOUT: 10:05:26:14**
if one had been allowed.

SUBTITLE: 106 **TIMEIN: 10:05:26:18** **DURATION: 01:18** **TIMEOUT: 10:05:28:11**
- Got lots of it.
- That would be OK?

SUBTITLE: 107 **TIMEIN: 10:05:28:15** **DURATION: 03:05** **TIMEOUT: 10:05:31:20**
I also visited and spoke to his tutor in the Education department

SUBTITLE: 108 **TIMEIN: 10:05:31:24** **DURATION: 02:23** **TIMEOUT: 10:05:34:22**
who was very impressed with the work that he's been doing

SUBTITLE: 109 **TIMEIN: 10:05:35:01** **DURATION: 01:17** **TIMEOUT: 10:05:36:18**
and I also spoke to the tutor

SUBTITLE: 110 **TIMEIN: 10:05:36:22** **DURATION: 02:17** **TIMEOUT: 10:05:39:14**
about the desktop equipment that was available to him.

SUBTITLE: 111 **TIMEIN: 10:05:41:01** **DURATION: 02:23** **TIMEOUT: 10:05:43:24**
The prison authorities had carried out a risk assessment

SUBTITLE: 112 **TIMEIN: 10:05:44:03** **DURATION: 02:24** **TIMEOUT: 10:05:47:02**
and made a decision that they wouldn't change their policy

SUBTITLE: 113 **TIMEIN: 10:05:47:06** **DURATION: 03:10** **TIMEOUT: 10:05:50:16**
allowing laptops in cells for all the prisoners.

SUBTITLE: 114 **TIMEIN: 10:05:50:20** **DURATION: 03:06** **TIMEOUT: 10:05:54:01**
The prison themselves said on this particular occasion

SUBTITLE: 115 **TIMEIN: 10:05:54:05** **DURATION: 02:20** **TIMEOUT: 10:05:57:00**
they didn't have the resources to ensure

SUBTITLE: 116 **TIMEIN: 10:05:57:04** **DURATION: 02:12** **TIMEOUT: 10:05:59:16**
that the laptops were being used appropriately.

SUBTITLE: 117 **TIMEIN: 10:05:59:20** **DURATION: 03:12** **TIMEOUT: 10:06:03:07**
For security reasons, he wouldn't be allowed the use of that laptop.

SUBTITLE: 118 **TIMEIN: 10:06:05:17** **DURATION: 04:10** **TIMEOUT: 10:06:10:02**
I made my complaint to the Ombudsman and it wasn't upheld.

SUBTITLE: 119 **TIMEIN: 10:06:10:06** **DURATION: 01:12** **TIMEOUT: 10:06:11:18**
I wasn't happy about it,

SUBTITLE: 120 **TIMEIN: 10:06:11:22** **DURATION: 03:19** **TIMEOUT: 10:06:15:16**
but, I think... it was definitely worth doing

SUBTITLE: 121 **TIMEIN: 10:06:15:20** **DURATION: 01:17** **TIMEOUT: 10:06:17:12**
because through doing it,

SUBTITLE: 122 **TIMEIN: 10:06:17:16** **DURATION: 03:24** **TIMEOUT: 10:06:21:15**
I've got a better understanding as to why I'm not allowed to have it.

SUBTITLE: 123 **TIMEIN: 10:06:21:19** **DURATION: 01:12** **TIMEOUT: 10:06:23:06**
And that's, you know...

SUBTITLE: 124 **TIMEIN: 10:06:23:10** **DURATION: 02:15** **TIMEOUT: 10:06:26:00**
that helps me a lot with how I feel in my head.

SUBTITLE: 125 **TIMEIN: 10:06:26:04** **DURATION: 02:08** **TIMEOUT: 10:06:28:12**
It was a finely balanced call.

SUBTITLE: 126 **TIMEIN: 10:06:28:16** **DURATION: 01:00** **TIMEOUT: 10:06:29:16**
In many ways,

SUBTITLE: 127 **TIMEIN: 10:06:29:20** **DURATION: 03:13** **TIMEOUT: 10:06:33:08**
I would have liked to have supported the prisoner in his grievance.

SUBTITLE: 128 **TIMEIN: 10:06:33:12** **DURATION: 01:14** **TIMEOUT: 10:06:35:01**
I decided that we couldn't

SUBTITLE: 129 **TIMEIN: 10:06:35:05** **DURATION: 02:14** **TIMEOUT: 10:06:37:19**
and we had to support the prison's stance.

SUBTITLE: 130 **TIMEIN: 10:06:37:23** **DURATION: 02:16** **TIMEOUT: 10:06:40:14**
I sent a letter out explaining that decision,

SUBTITLE: 131 **TIMEIN: 10:06:40:18** **DURATION: 02:07** **TIMEOUT: 10:06:43:00**
explaining the rationale to the prisoner.

SUBTITLE: 132 **TIMEIN: 10:06:43:04** **DURATION: 02:06** **TIMEOUT: 10:06:45:10**
Hopefully, he could get a good appreciation

SUBTITLE: 133 **TIMEIN: 10:06:45:14** **DURATION: 02:23** **TIMEOUT: 10:06:48:12**
why on this occasion, we couldn't support his complaint.

SUBTITLE: 134 **TIMEIN: 10:06:48:16** **DURATION: 02:05** **TIMEOUT: 10:06:50:21**
You've got to have one rule for everyone

SUBTITLE: 135 **TIMEIN: 10:06:51:00** **DURATION: 04:13** **TIMEOUT: 10:06:55:13**
and if I had been given a computer, other people might have wanted one.

SUBTITLE: 136 **TIMEIN: 10:06:56:04** **DURATION: 03:24** **TIMEOUT: 10:07:00:03**
I understand that in prison, you have to do things equally,

SUBTITLE: 137 **TIMEIN: 10:07:00:07** **DURATION: 01:06** **TIMEOUT: 10:07:01:13**
fairly...

SUBTITLE: 138 **TIMEIN: 10:07:01:17** **DURATION: 01:12** **TIMEOUT: 10:07:03:04**
so that's how they've done it.

SUBTITLE: 139 **TIMEIN: 10:07:03:08** **DURATION: 03:08** **TIMEOUT: 10:07:06:16**
What I would say to that prisoner is if he had other grievances

SUBTITLE: 140 **TIMEIN: 10:07:06:20** **DURATION: 01:23** **TIMEOUT: 10:07:08:18**
about different things in the future,

SUBTITLE: 141 **TIMEIN: 10:07:08:22** **DURATION: 02:11** **TIMEOUT: 10:07:11:08**
don't hesitate to come forward to us again.

SUBTITLE: 142 **TIMEIN: 10:07:14:23** **DURATION: 01:03** **TIMEOUT: 10:07:16:01**
COMPLAINT 3

SUBTITLE: 143 **TIMEIN: 10:07:16:05** **DURATION: 01:02** **TIMEOUT: 10:07:17:07**
THE PRISONER

SUBTITLE: 144 **TIMEIN: 10:07:17:11** **DURATION: 01:12** **TIMEOUT: 10:07:18:23**
THE INVESTIGATOR

SUBTITLE: 145 **TIMEIN: 10:07:19:23** **DURATION: 02:01** **TIMEOUT: 10:07:21:24**
TN6570.

SUBTITLE: 146 **TIMEIN: 10:07:22:03** **DURATION: 04:07** **TIMEOUT: 10:07:26:10**
When I was receiving my medication at the same time every night,

SUBTITLE: 147 **TIMEIN: 10:07:26:14** **DURATION: 04:02** **TIMEOUT: 10:07:30:16**
because there's no privacy and everybody just queues up together,

SUBTITLE: 148 **TIMEIN: 10:07:30:20** **DURATION: 03:24** **TIMEOUT: 10:07:34:19**
the people behind me heard what medication I was taking,

SUBTITLE: 149 **TIMEIN: 10:07:34:23** **DURATION: 03:12** **TIMEOUT: 10:07:38:10**
and therefore, knew what illness I was suffering from.

SUBTITLE: 150 **TIMEIN: 10:07:38:14** **DURATION: 04:03** **TIMEOUT: 10:07:42:17**
Her complaint was as simple as when she was being administered medicine

SUBTITLE: 151 **TIMEIN: 10:07:42:21** **DURATION: 01:00** **TIMEOUT: 10:07:43:21**
from Health Care,

SUBTITLE: 152 **TIMEIN: 10:07:44:00** **DURATION: 02:08** **TIMEOUT: 10:07:46:08**
that it wasn't confidential.

SUBTITLE: 153 **TIMEIN: 10:07:46:12** **DURATION: 05:16** **TIMEOUT: 10:07:52:03**
And therefore, I was ridiculed, made fun of, talked about,

SUBTITLE: 154 **TIMEIN: 10:07:52:07** **DURATION: 01:12** **TIMEOUT: 10:07:53:19**
which was quite distressing.

SUBTITLE: 155 **TIMEIN: 10:07:53:23** **DURATION: 02:03** **TIMEOUT: 10:07:56:01**
It's distressing enough being in prison,

SUBTITLE: 156 **TIMEIN: 10:07:56:05** **DURATION: 01:16** **TIMEOUT: 10:07:57:21**
without going through that as well.

SUBTITLE: 157 **TIMEIN: 10:07:58:00** **DURATION: 03:09** **TIMEOUT: 10:08:01:09**
The Ombudsman came to see me quite quickly,

SUBTITLE: 158 **TIMEIN: 10:08:01:13** **DURATION: 01:23** **TIMEOUT: 10:08:03:11**
told me that they would get back to me,

SUBTITLE: 159 **TIMEIN: 10:08:03:17** **DURATION: 02:09** **TIMEOUT: 10:08:06:01**
and they would look into the situation,

SUBTITLE: 160 **TIMEIN: 10:08:06:05** **DURATION: 01:00** **TIMEOUT: 10:08:07:05**
which they did.

SUBTITLE: 161 **TIMEIN: 10:08:07:09** **DURATION: 05:03** **TIMEOUT: 10:08:12:12**
I did actually go to the wing and saw that there was no privacy line.

SUBTITLE: 162 **TIMEIN: 10:08:12:16** **DURATION: 04:01** **TIMEOUT: 10:08:16:17**
And it was as simple as asking the prison to draw a line on the floor,

SUBTITLE: 163 **TIMEIN: 10:08:16:21** **DURATION: 02:05** **TIMEOUT: 10:08:19:01**
but whilst that may seem almost trivial,

SUBTITLE: 164 **TIMEIN: 10:08:19:05** **DURATION: 01:21** **TIMEOUT: 10:08:21:01**
but from a prisoner's point of view,

SUBTITLE: 165 **TIMEIN: 10:08:21:05** **DURATION: 02:20** **TIMEOUT: 10:08:24:00**
it was important because it put confidentiality back.

SUBTITLE: 166 **TIMEIN: 10:08:24:04** **DURATION: 04:20** **TIMEOUT: 10:08:28:24**
I can speak freely to the nurse without any fear of being heard

SUBTITLE: 167 **TIMEIN: 10:08:29:03** **DURATION: 01:12** **TIMEOUT: 10:08:30:15**
and being ridiculed for it,

SUBTITLE: 168 **TIMEIN: 10:08:30:19** **DURATION: 03:00** **TIMEOUT: 10:08:33:19**
so it was a simple thing, but it made a big difference.

SUBTITLE: 169 **TIMEIN: 10:08:33:23** **DURATION: 02:06** **TIMEOUT: 10:08:36:04**
And I'm not the only one who's happy about it.

SUBTITLE: 170 **TIMEIN: 10:08:36:08** **DURATION: 01:23** **TIMEOUT: 10:08:38:06**
A lot of women are very happy about it.

SUBTITLE: 171 **TIMEIN: 10:08:38:10** **DURATION: 03:04** **TIMEOUT: 10:08:41:14**
..communicate that to the prisoner if you put that in writing.

SUBTITLE: 172 **TIMEIN: 10:08:41:18** **DURATION: 01:18** **TIMEOUT: 10:08:43:11**
Often, the complaint to us

SUBTITLE: 173 **TIMEIN: 10:08:43:15** **DURATION: 03:22** **TIMEOUT: 10:08:47:12**
is the prisoner's last way of expressing their voice

SUBTITLE: 174 **TIMEIN: 10:08:47:16** **DURATION: 02:11** **TIMEOUT: 10:08:50:02**
and it's very important from their point of view

SUBTITLE: 175 **TIMEIN: 10:08:50:06** **DURATION: 04:17** **TIMEOUT: 10:08:54:23**
that they've got someone else to look at this complaint on their behalf.

SUBTITLE: 176 **TIMEIN: 10:08:55:02** **DURATION: 03:22** **TIMEOUT: 10:08:58:24**
I did have to go through a few generals to get an end result,

SUBTITLE: 177 **TIMEIN: 10:08:59:03** **DURATION: 01:14** **TIMEOUT: 10:09:00:17**
but in the end, I did get a result

SUBTITLE: 178 **TIMEIN: 10:09:00:21** **DURATION: 02:10** **TIMEOUT: 10:09:03:06**
and it's nice to know that there's somebody

SUBTITLE: 179 **TIMEIN: 10:09:03:10** **DURATION: 03:01** **TIMEOUT: 10:09:06:11**
that you can go to who will fight on your behalf

SUBTITLE: 180 **TIMEIN: 10:09:06:15** **DURATION: 03:10** **TIMEOUT: 10:09:10:00**
and take your complaint seriously.

SUBTITLE: 181 **TIMEIN: 10:09:10:04** **DURATION: 02:03** **TIMEOUT: 10:09:12:07**
Now that something has been done about it,

SUBTITLE: 182 **TIMEIN: 10:09:12:11** **DURATION: 03:10** **TIMEOUT: 10:09:15:21**
I'm very glad about that.

SUBTITLE: 183 **TIMEIN: 10:09:19:07** **DURATION: 03:13** **TIMEOUT: 10:09:22:20**
If I had one piece of advice to prisoners making complaints

SUBTITLE: 184 **TIMEIN: 10:09:22:24** **DURATION: 02:06** **TIMEOUT: 10:09:25:05**
I would say be honest, upfront.

SUBTITLE: 185 **TIMEIN: 10:09:25:09** **DURATION: 01:23** **TIMEOUT: 10:09:27:07**
Wherever possible, try to be concise.

SUBTITLE: 186 **TIMEIN: 10:09:27:11** **DURATION: 01:23** **TIMEOUT: 10:09:29:09**
We deal with a lot of complaints here.

SUBTITLE: 187 **TIMEIN: 10:09:29:13** **DURATION: 02:22** **TIMEOUT: 10:09:32:10**
It would help us to look at the case that you're making

SUBTITLE: 188 **TIMEIN: 10:09:32:14** **DURATION: 01:00** **TIMEOUT: 10:09:33:14**
in your complaint,

SUBTITLE: 189 **TIMEIN: 10:09:33:18** **DURATION: 02:18** **TIMEOUT: 10:09:36:11**
and deal with it more speedily and more effectively.

SUBTITLE: 190 **TIMEIN: 10:09:37:17** **DURATION: 03:18** **TIMEOUT: 10:09:41:10**
I think you need the Ombudsman to be fair, reliable,

SUBTITLE: 191 **TIMEIN: 10:09:41:14** **DURATION: 02:05** **TIMEOUT: 10:09:43:19**
and you need them to listen.

SUBTITLE: 192 **TIMEIN: 10:09:43:23** **DURATION: 02:21** **TIMEOUT: 10:09:46:19**
And they've done all of those things with me.

SUBTITLE: 193 **TIMEIN: 10:09:46:23** **DURATION: 03:18** **TIMEOUT: 10:09:50:16**
Sometimes, it can be dealt with by landing staff, POSO,

SUBTITLE: 194 **TIMEIN: 10:09:50:20** **DURATION: 02:02** **TIMEOUT: 10:09:52:22**
but if it does have to go to the Ombudsman,

SUBTITLE: 195 **TIMEIN: 10:09:53:01** **DURATION: 03:02** **TIMEOUT: 10:09:56:03**
they do look into it and if your case is valid,

SUBTITLE: 196 **TIMEIN: 10:09:56:07** **DURATION: 02:09** **TIMEOUT: 10:09:58:16**
then something is done.

SUBTITLE: 197 **TIMEIN: 10:09:58:20** **DURATION: 02:12** **TIMEOUT: 10:10:01:07**
This gives you self-esteem in a funny kind of way.

SUBTITLE: 198 **TIMEIN: 10:10:01:11** **DURATION: 02:21** **TIMEOUT: 10:10:04:07**
It gives you confidence as well to be able to communicate

SUBTITLE: 199 **TIMEIN: 10:10:04:11** **DURATION: 03:06** **TIMEOUT: 10:10:07:17**
and know that you can go through those channels and be heard

SUBTITLE: 200 **TIMEIN: 10:10:07:21** **DURATION: 01:23** **TIMEOUT: 10:10:09:19**
and your voice can make a change.

SUBTITLE: 201 **TIMEIN: 10:10:11:09** **DURATION: 02:21** **TIMEOUT: 10:10:14:05**
To contact the Ombudsman, please write to this address.

SUBTITLE: 202 **TIMEIN: 10:10:14:09** **DURATION: 03:01** **TIMEOUT: 10:10:17:10**
Remember, before the Ombudsman can consider your problem,

SUBTITLE: 203 **TIMEIN: 10:10:17:14** **DURATION: 01:12** **TIMEOUT: 10:10:19:01**
you must first have completed

SUBTITLE: 204 **TIMEIN: 10:10:19:05** **DURATION: 02:11** **TIMEOUT: 10:10:21:16**
the prison service's own complaints procedure.

SUBTITLE: 205 **TIMEIN: 10:10:21:20** **DURATION: 03:02** **TIMEOUT: 10:10:24:22**
Further information about the Ombudsman should be available

SUBTITLE: 206 **TIMEIN: 10:10:25:01** **DURATION: 02:09** **TIMEOUT: 10:10:27:10**
on wing notice boards or in the prison library.

SUBTITLE: 207 **TIMEIN: 10:10:32:05** **DURATION: 01:09** **TIMEOUT: 10:10:33:14**
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SUBTITLE: 208 **TIMEIN: 10:10:33:18** **DURATION: 01:00** **TIMEOUT: 10:10:34:18**
OF INFORMATION

SUBTITLE: 209 **TIMEIN: 10:10:34:22** **DURATION: 01:02** **TIMEOUT: 10:10:35:24**
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