Parole Board Complaint Form

Please read the Parole Board’s *Complaints - Policy and Procedures* before completing and sending us this Complaint form. Your completed form can be submitted by post to: The Complaints Officer, The Parole Board, 3rd Floor, 10 South Colonnade, London, E14 4PU or via email to [complaints@paroleboard.gov.uk](mailto:complaints@paroleboard.gov.uk).

When we reply to you we will provide you with a unique case reference number.

**Your details**

Full name:

Organisation (if applicable):



Address:

Contact telephone number



Email address:

**Details about your complaint**

Name of person(s) you are complaining about (if applicable)



Date of Hearing or incident(s):



Where the incident(s) you are complaining about happened (if applicable):



Please note that you should not complete this form if you wish to challenge/complain about a decision or the directions made by a Parole Board panel or single member. If you wish to make this type of complaint you must do so by way of Judicial Review. Judicial Reviews are not covered by the complaints policy; if you wish to apply for a Judicial Review you should write to the Litigation Team at the Parole Board. This must be submitted within three months of the decision being dated.

If your correspondence is a complaint about the practice or conduct of a Panel member or a member of staff at the Parole Board, then please continue to complete this form.

*Complaints under the complaints policy must be submitted within 6 months of the event occurring.*

**Details of your complaint**

*If you are complaining about a breach of our Codes of Conduct, please try to tell us which parts of the Code you think have been breached. Please let us know if you have a disability which is relevant to your complaint or if you require, particular adaptations or assistance with reading and/or writing.*

(Please continue on a separate sheet if you need to)

**Is the case still ongoing?** YES/NO

If the matter is ongoing then we would not normally investigate the complaint until conclusion of the case so that evidence is not prejudiced.

**Is there anyone who can provide further relevant evidence relating to your complaint? Please provide their contact details if you have them:**

**What outcome are you seeking in response to your complaint?** *Please note that from the complaints process you cannot get compensation, a new oral hearing or any change to Parole Board decisions/directions*

Date Form Submitted: