

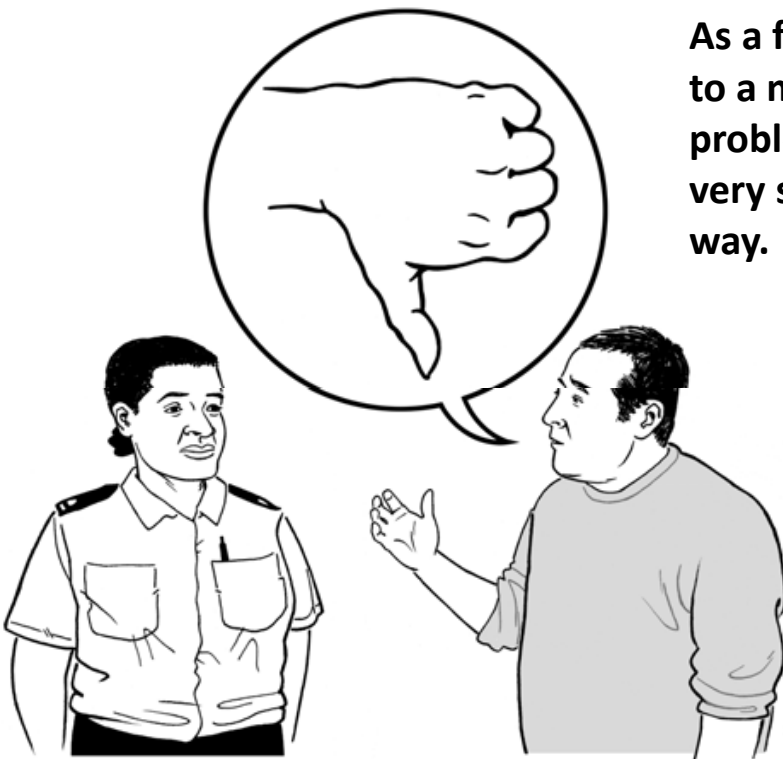
Information for Prisoners

Making Complaints

What to do if you have a complaint:



As a first step you should speak to a member of staff. Lots of problems can be dealt with very simply and quickly this way.





You can also make an application to speak to:

Healthcare

A Chaplain

Or a member of the Local Independent Monitoring Board.



Healthcare

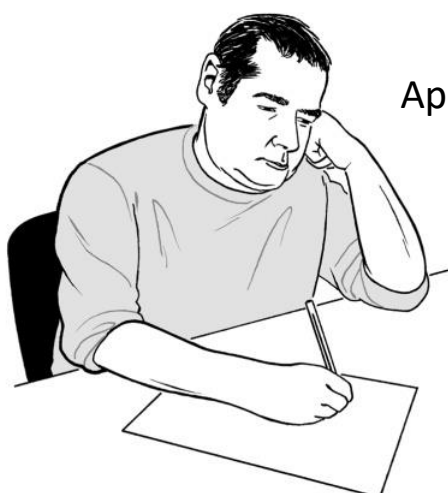


Chaplain



Local
Independent
Monitoring
Board

Applications	
Monday	✓
Tuesday	✓
Wednesday	✓
Thursday	✓
Friday	✓
Saturday	✓
Sunday	✓



Applications are held **every day**.



What if speaking to a member of staff doesn't help?



If the matter cannot be sorted out through talking and you are still unhappy you can write down your complaint.



How do I make a written complaint?

You can find Complaint forms on the wings.



When you have written your complaint on the form put it in the brightly coloured box called 'Complaints'.



What if I am still unhappy with the reply I get to my complaint?



You can 'appeal' if you are not happy with the reply. This means your complaint will be seen by someone at a higher level.



Can I go to the Independent Monitoring Board to ask them something or complain?

Local Independent Monitoring Board



Yes, you can ask to speak to a member of the Board by using the application system.



The Board will normally expect you to have already tried to sort your problem out with prison staff first.



What can I do if I don't want wing staff to know about my complaint?



You are able to use the 'confidential access procedure' if your complaint is about a serious or sensitive issue.

The confidential access procedure allows you to write straight to the:

- **Governor of the prison**
- **Prison Group Director**

The confidential access procedure is not a short cut for dealing with small everyday problems. You are more likely to have your complaint put right quickly if you follow the normal way of making a complaint.

If you misuse the confidential access procedure you will waste time.



**Governor
of Prison**

**Prison
Group
Director**



What if I have a complaint about a member of the prison staff?



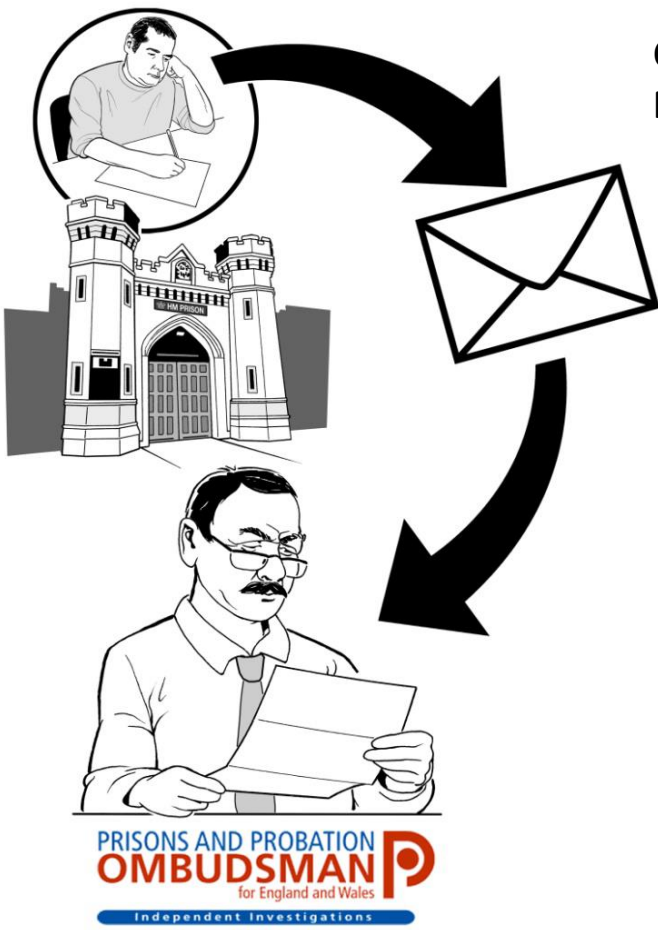
If you think that a member of staff has treated you badly or unfairly, you can complain to the Governor of the prison.



Write down clearly what happened and say exactly what you think the member of staff did wrong. Write down if someone else saw what happened.

Also write down if you can back up your complaint with any other evidence.

Can I take my complaint outside the Prison Service?



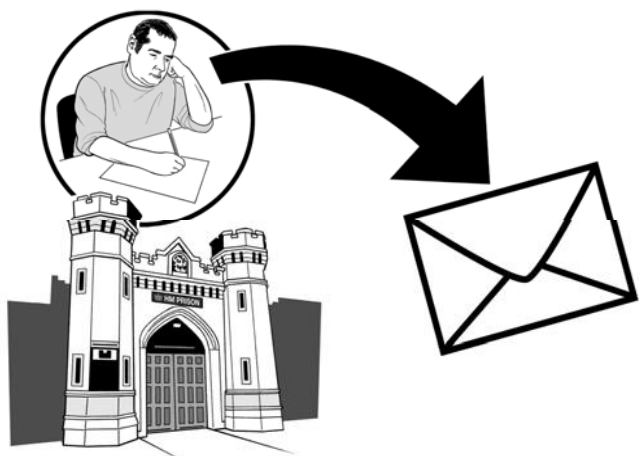
Yes, you can complain to the Independent **Prisons and Probation Ombudsman**. But you must have first tried the internal (prison) complaints procedures already described.



You must complain to the Ombudsman within 3 months of getting the final response to your complaint from the prison service.



There is a separate leaflet about how to complain to the Ombudsman.



Are there any other people or groups outside prison that I can complain to, not including the Ombudsman?



Yes, these are listed in the Prison Service Framework.



Many of the outside groups will expect you to have tried to deal with your complaint inside the prison first.



Remember: you have the right to make an official written complaint at any time.



If you need support to write a complaint you can ask another prisoner to help you or ask a member of staff for help.

If you do not want to ask these people you can ask for help from someone from the Independent Monitoring Board.

