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 Team, The Parole Board, 3rd Floor, 10 South Colonnade, London, E14 4PU or via email to complaints@paroleboard.gov.uk.

The Parole Board endeavours to acknowledge all complaints within 7 working days and respond to all complaints within 4-6 weeks of receipt. Where it is not possible to meet this timeframe, an update will be issued to the sender.

**Your details**

Full name:

Organisation (If applicable):

Contact Address:

Contact Phone Number:

Contact 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 3 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 there anyone who can provide further relevant evidence relating to your complaint? Please provide their contact details if you have them:**

In order to investigate this complaint, it will be necessary to share the above information with relevant departments within the Parole Board, Parole Board Members and external witnesses. The above information will only be shared for the sole purpose of the complaint investigation. Please confirm below if you give consent to share.

**Consent to Share: Yes/No**

**Date Form Submitted:**