

HOW TO MAKE A COMPLAINT AS A PRISONER

- Talk to a member of the staff
- Make an application to speak to Healthcare, a Chaplain, or a member of the Local Independent Monitoring Board
- If you are not satisfied, fill in a complaint form and put it in the box where it says 'complaints'
- If you are not happy with the reply, you can appeal, and you can go to the Independent Monitoring Board

* Please note, there is a confidential access procedure for serious cases available, this means you will directly contact the Governor of the prison, Prison Group Director, or the Chair of the Independent Monitoring Board.

- If the complaint is about a member of the staff, you can contact the Governor of the prison directly
- You can also complain to the Independent Prisons and Probation Ombudsman (<https://www.ombudsman-services.org/how-it-works/process>)

For updates and further information, please access <https://www.gov.uk/government/publications/prisoner-complaints-policy-framework>

HOW TO MAKE A COMPLAINT AS A PRISONERS' FAMILY MEMBER

- Contact the Governor of the prison
- If you are unsatisfied with the response, please email HMPPSPublicEnquiries@justice.gov.uk
- If you are unsatisfied with the response, please contact the Prison Independent Monitoring Board
- If you are not satisfied, please contact the Prison Service Headquarters

Remember: you have the right to make an official written complaint at any time. And, if you need support to write it, you can ask a prisoner or a member of the staff.

HOW TO MAKE A COMPLAINT ABOUT YOUTH CUSTODY SERVICE

- Send your complaint to HMPPSPublicEnquiries@justice.gov.uk (please include details, such as dates)
- If you are unsatisfied with the response, please contact the Prisons and Probation Ombudsman in this link <https://www.ppo.gov.uk/>

