


**Prisons &
Probation**

Ombudsman

Independent Investigations

How to complain to the Prisons and Probation Ombudsman (PPO)



**Have you made a complaint
and are you still not happy?**

**Maybe you need to talk to
the Prisons and Probation
Ombudsman.**

Did you know?

- Every year, the PPO receives thousands of **complaints from prisoners**.
- In response to these complaints, we make **recommendations to prisons** and the outcomes of our investigations aim to make them a **fairer, safer place** for prisoners across the country.

**Lost an item of property?
Think you have been unfairly
treated? Contact the PPO.**

The truth about the PPO

- We don't work for the Prison Service or HMPPS. The PPO is **completely independent**.
- Your letters to us **will not be read by the prison**, and will not be used against you. You will not get in any trouble for sending us a complaint.
- We receive thousands of complaints from prisoners every year. **We can help you too.**
- If we agree with you, you might get an **apology; your loss covered; even a change in the way the establishment works.**
- We will let you know if we can investigate your complaint **within 10 days** of receiving it.

What can you complain about?



OK, so what can I complain about?

You can complain to the PPO about all sorts of issues – from the way staff are treating you to your lost property.

We can't investigate:

- Parole Board decisions.
- Complaints about medical care.
- As a general rule, if it is more than 3 months since the final answer from the prison about your original complaint.
- If you are taking or have taken a legal case on the same issue.
- The complaint must be about something that happened to you, not someone else.

How to complain

So how do I complain to the PPO?

Follow these **three easy steps**:

1. Make sure you go through the whole prison complaints process first.
2. Write a short note telling us what your complaint is about, and why you are still not happy.
3. Send copies of all your paperwork to us – including all the prison complaint forms.

We have translated this in multiple languages. If you cannot find a leaflet in your language, please contact us.

Where to send your complaint

Where do I send all my paperwork?

Send copies of all your complaints paperwork to this address:

Prisons and Probation Ombudsman
Third Floor, 10 South Colonnade
Canary Wharf, London
E14 4PU

Your letters to the Prisons and Probation Ombudsman are **free of charge**. Postage of your letters will be paid by the prison.

Remember, don't send us original documents as we cannot return them.