

## Did you know?

- Every year, PPO deals with thousands of **complaints, including those from immigration detainees.**
- In response to these complaints, PPO made nearly a thousand **recommendations to prisons and immigration removal centres** in the last year.
- The outcomes of our investigations make immigration detention a **fairer, safer place** for detainees all across the country.

"I, and I'm sure many other inmates, are lucky that we have an independent body that we can turn to for help. Thank you."

Complainant A,  
HMP Northumberland

## The Truth about PPO

- We don't work for the Home Office, we don't work for Immigration Enforcement. PPO is **completely independent.**
- Your complaints to us **will not be read by the IRC**, and will not be used against you.
- We receive thousands of complaints every year. **We WILL get yours.**
- If we agree with you, you might get an **apology; your loss covered; even a change in the way the centre works.**
- We aim to reply to your complaint **within 10 days** of receiving it.

OK, so what can I complain about?

## What can you complain about?

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

But, there are some things we can't investigate:

- Your immigration case.
- Complaints about medical care.
- As a general rule, if it is more than 3 months since the final answer from the immigration removal centre about your original complaint.
- The complaint must be about something that happened to you, not someone else.

# How to Complain

So how do I complain to PPO?

Make sure you follow the **three easy steps**. If you don't, they can't investigate.

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

If you have trouble reading or writing, we will change our process to make it easier for you to complain. Talk to us first and we will decide how best to help you.

# Where to send your complaint

Where do I send all my paperwork?

Send **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 Ombudsman are free of charge.

"Thank you for all the time and effort you put into conducting your investigation, it is greatly appreciated."

Complainant B,  
HMP Kennet

Prisons &  
Probation  
Ombudsman  
Independent Investigations

# How to Complain to the Ombudsman

