

Did you know?

- Every year, PPO deals with thousands of **prisoners' complaints**.
- In response to these complaints, PPO made nearly a thousand **recommendations to prisons** in the last year.
- The outcomes of our investigations make prison a **fairer, safer place** for prisoners 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."

Prisoner A,
HMP Northumberland

The Truth about PPO

- We don't work for the Prison Service, we don't work for HMPPS. PPO is **completely independent**.
- Your complaints **will not be read by the prison**, and will not be used against you.
- We receive thousands of complaints from prisoners 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 prison 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:

- 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.
- The complaint must be about something that happened to you, not someone else.
- We can't investigate if you are taking, or have taken, a legal case on the same issue.

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 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 all your paperwork to us – including all the prison 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.

"Many thanks to you and others involved in my case for your thorough and detailed work."

Prisoner B,
HMP Swaleside

Prisons &
Probation
Ombudsman
Independent Investigations

How to Complain to the Ombudsman

