

Complaints tables:

Data notes

A complaint is eligible if it is from a person who has been through the relevant internal complaints process (the two stage prison process, or the immigration or probation process) and the complainant brings it to us within three months of receiving the final stage reply from the service in remit. The complaint also has to be about something which is within our remit.

A complaint is upheld if, after investigation, we find in favour of the complainant – i.e. we find the service in remit has acted contrary to their local and/or national policy, or otherwise inappropriately or unreasonably.

A complaint is not upheld if we find that the service in remit has acted in keeping with policy. Or, if there is no specific relevant policy or that they have not acted unreasonably or inappropriately.

Complaints data contained in this report is frozen. Data for 2018/19 was frozen in April 2019, and data for 2019/20 was frozen in May and June 2020.

A small number of cases will be counted in multiple years. This only happens when a previously closed case is subsequently reopened after we have received new information over different financial years.

The number of eligibility letters sent in 2019/20 refers to letters of eligibility that the Prisons & Probations Ombudsman (PPO) sent to complainants in both eligible and ineligible cases. In some cases, the PPO sent multiple eligibility letters about the same case. This happens when a case does not initially meet the eligibility criteria but is later deemed to be eligible when we receive further information. In such cases, the complainant will initially receive a letter informing the complainant that their case was not eligible for investigation. This can happen several times if the complainant continues to send correspondence that would still deem their case as ineligible. However, upon receiving subsequent information from the complainant that would make their case eligible for investigation, a further and final eligibility letter is sent informing them of this change.

A completed case in 2019/20 is defined as when the draft outcome has been approved. This excludes withdrawn cases. In previous years, we defined a completed case as when a final outcome was sent. For this reason, the figures produced this year are not comparable to previous years'. We have not been able to calculate how many completed cases were completed on time due to moving over to a new case management system and the change in definition. We are continuing to explore ways to collect this data in the future. We changed the definition to align measures in complaints and fatal incidents, which already reports on draft reports, and better recognise the work done by the PPO in getting reports to draft.

Completed cases by prison estate refer to the gender category of the prison and not the individual.

Upheld cases comprise of cases which are upheld and partially upheld.

Prison population data is taken from the March 2020 population bulletin published on GOV.UK. This can be found here: <https://www.gov.uk/government/statistics/prison-population-figures-2020>

*The numbers are too small for the % change to be a meaningful indicator.

Some totals may not add up to 100% due to rounding.

Complaints received

	Total 18/19	% of total 18/19	Total 19/20	% of total 19/20	Change 18/19-19/20	% change year on year
Prison	4,648	94%	4,368	93%	-280	-6%
Probation	281	6%	294	6%	13	5%
Immigration detention	39	1%	23	0%	-16	*
Secure training centre	0	0%	1	0%	1	*
Total	4,968	100%	4,686	100%	-282	-6%

*The numbers are too small for the % change to be a meaningful indicator

Complaints accepted

	Total 18/19	% of total 18/19	Total 19/20	% of total 19/20	Change 18/19-19/20	% change year on year
Prison	2,518	97%	2,149	98%	-369	-15%
Probation	38	1%	41	2%	3	*
Immigration detention	28	1%	13	1%	-15	*
Secure training centre	0	0%	0	0%	0	*
Total	2,584	100%	2,203	100%	-381	-15%

* The numbers are too small for the % change to be a meaningful indicator

Complaints completed

	Total 19/20	% of total 19/20
Prison	2,389	98%
Probation	45	2%
Immigration detention	16	1%
Secure training centre	0	0%
Total	2,450	100%

The definition of a completed complaint changed in 2019/20 so a comparison to 2018/19 is not meaningful

Prisons complainants 2019/20 (completed complaints)

	No of complainants	% of complainants	No of complaints	% of complaints
Male prison estate	1,546	98%	2,341	98%
Female prison estate	26	2%	48	2%
Total	1,572	100%	2,389	100%

Complaints completed per prison complainant 2019/20

	No of complainants	% of complainants	No of complaints	% of complaints
11+	15	1%	261	11%
6 to 10	26	2%	190	8%
2 to 5	253	16%	660	28%
1	1,278	81%	1,278	53%
Total	1,572	100%	2,389	100%

Categories of complaints completed 2019/20

	Not upheld	Upheld	Total	Uphold rate
Property	437	417	854	49%
Administration	165	51	216	24%
Staff behaviour	161	40	201	20%
Adjudication	118	29	147	20%
Work and pay	91	33	124	27%
Categorisation	102	14	116	12%
Regime	82	31	113	27%
Letters	79	32	111	29%
Money	50	33	83	40%
IEP	66	16	82	20%
Transfers	56	4	60	7%
Visits	37	10	47	21%
Probation	37	9	46	20%
Accommodation	32	10	42	24%
Security	29	8	37	22%
Food	21	7	28	25%
Phone calls	24	4	28	14%
HDC	24	1	25	4%
Equalities	15	7	22	32%
Progression	20	1	21	5%
Prisoners	14	6	20	30%
Resettlement	9	1	10	**
Other	8	1	9	**
Escorts	3	1	4	**
Medical	3	1	4	**
Total	1,683	767	2,450	31%

**Only given where 20 or more complaints were completed

Prison complaints completed 2019/20

Prisons	Not upheld	Upheld	Total	Uphold rate	Population ***	Upheld complaints per 100 prisoners
Full Sutton	85	25	110	23%	565	4.4
Frankland	78	28	106	26%	839	3.3
Wakefield	77	28	105	27%	733	3.8
Whitemoor	66	19	85	22%	452	4.2
Isle of Wight	61	20	81	25%	1,027	1.9
Lowdham Grange	51	29	80	36%	886	3.3
Long Lartin	58	21	79	27%	583	3.6
Rye Hill	59	18	77	23%	661	2.7
Swaleside	51	24	75	32%	1,072	2.2
Littlehey	45	11	56	20%	1,214	0.9
Berwyn	31	20	51	39%	1,820	1.1
Dovegate	34	16	50	32%	1,150	1.4
Gartree	28	18	46	39%	703	2.6
Birmingham	18	25	43	58%	933	2.7
Oakwood	33	9	42	21%	2,087	0.4
Manchester	20	17	37	46%	786	2.2
Leyhill	26	10	36	28%	514	1.9
Lindholme	22	14	36	39%	939	1.5
High Down	23	12	35	34%	1,164	1.0
Peterborough	22	10	32	31%	1,138	0.9
Pentonville	19	12	31	39%	1,035	1.2
Bullingdon	16	14	30	47%	1,072	1.3
Hewell	18	12	30	40%	865	1.4
Wymott	22	8	30	27%	1,142	0.7
Woodhill	18	11	29	38%	494	2.2
Highpoint (North and South)	10	18	28	64%	1,309	1.4
Thameside	13	15	28	54%	1,188	1.3
Wandsworth	16	12	28	43%	1,486	0.8
Doncaster	18	9	27	33%	1,098	0.8
Belmarsh	20	6	26	23%	763	0.8
Garth	17	7	24	29%	812	0.9
The Verne	16	8	24	33%	578	1.4
Parc (YOI)	18	5	23	22%	1,667	0.3
Risley	14	7	21	33%	1,100	0.6
The Mount	14	7	21	33%	1,027	0.7
Downview	17	3	20	15%	298	1.0
Stocken	13	7	20	35%	1,039	0.7
Whatton	18	2	20	10%	808	0.2
Aylesbury (YOI)	14	5	19	**	203	2.5
Leicester	12	7	19	**	325	2.2
Wealstun	13	6	19	**	813	0.7
Nottingham	12	6	18	**	798	0.8
Wayland	13	5	18	**	981	0.5
Elmley	8	8	16	**	1,127	0.7
Ashfield	13	2	15	**	411	0.5
Dartmoor	7	8	15	**	632	1.3
Featherstone	12	3	15	**	636	0.5
Onley	10	5	15	**	736	0.7

Prisons	Not upheld	Upheld	Total	Uphold rate	Population ***	Upheld complaints per 100 prisoners
Bristol	6	8	14	**	469	1.7
Bure	13	1	14	**	619	0.2
Forest Bank	11	3	14	**	1,403	0.2
Lewes	7	7	14	**	593	1.2
Ranby	10	4	14	**	1,020	0.4
Wormwood Scrubs	11	3	14	**	1,079	0.3
Bedford	2	11	13	**	359	3.1
Guys Marsh	8	5	13	**	435	1.1
North Sea Camp	11	2	13	**	410	0.5
Northumberland	11	2	13	**	1,349	0.1
Norwich	9	4	13	**	736	0.5
Wetherby (YOI)	12	1	13	**	242	0.4
Brixton	5	7	12	**	771	0.9
Channings Wood	7	5	12	**	711	0.7
Coldingley	10	2	12	**	422	0.5
Erlestoke	8	4	12	**	497	0.8
Grendon / Springhill	8	4	12	**	527	0.8
Moorland	8	4	12	**	985	0.4
Stoke Heath	8	4	12	**	767	0.5
Rochester	10	1	11	**	676	0.1
Winchester	8	3	11	**	471	0.6
Haverigg	10	0	10	**	178	0.0
Holme House	5	5	10	**	1,197	0.4
Isis	8	2	10	**	627	0.3
Leeds	6	4	10	**	1,012	0.4
Stafford	6	4	10	**	750	0.5
Bronzefield	8	1	9	**	500	0.2
Liverpool	5	4	9	**	668	0.6
Swansea	8	1	9	**	415	0.2
Altcourse	4	4	8	**	1,101	0.4
Chelmsford	4	4	8	**	673	0.6
Durham	4	4	8	**	903	0.4
Humber	4	4	8	**	1,044	0.4
Sudbury	6	2	8	**	580	0.3
Hull	4	3	7	**	987	0.3
Lancaster Farms	6	1	7	**	554	0.2
Send	4	2	6	**	274	0.7
Werrington (YOI)	4	2	6	**	105	1.9
Cardiff	1	4	5	**	691	0.6
Exeter	3	2	5	**	465	0.4
Ford	3	2	5	**	536	0.4
Hatfield	3	2	5	**	364	0.5
Kirkham	3	2	5	**	634	0.3
Lincoln	3	2	5	**	644	0.3
Preston	2	3	5	**	679	0.4
Standford Hill	4	1	5	**	458	0.2
Brinsford	3	1	4	**	526	0.2
Buckley Hall	3	1	4	**	456	0.2
Cookham Wood (YOI)	3	1	4	**	153	0.7

Prisons	Not upheld	Upheld	Total	Uphold rate	Population ***	Upheld complaints per 100 prisoners
Huntercombe	4	0	4	**	478	0.0
Portland	4	0	4	**	518	0.0
Eastwood Park	3	0	3	**	361	0.0
Hindley	3	0	3	**	570	0.0
Styal	2	1	3	**	393	0.3
Drake Hall	1	1	2	**	319	0.3
Maidstone	2	0	2	**	595	0.0
Swinfen Hall	0	2	2	**	563	0.4
Warren Hill	2	0	2	**	247	0.0
Askham Grange	1	0	1	**	110	0.0
Deerbolt	1	0	1	**	328	0.0
East Sutton Park	0	1	1	**	93	1.1
Foston Hall	0	1	1	**	309	0.3
Hollesley Bay	0	1	1	**	474	0.2
Kirklevington Grange	1	0	1	**	272	0.0
Low Newton	0	1	1	**	290	0.3
New Hall	1	0	1	**	376	0.0
Thorn Cross	1	0	1	**	385	0.0
Usk and Prescoed	0	1	1	**	511	0.2
Feltham	0	0	0	**	436	0.0
Total	1,635	754	2,389	32%	83,052	0.9

** Only given where 20 or more complaints were completed

*** Prison population figures taken from March 2020 monthly population figures

IRC complaints completed 2019/20

	Not upheld	Upheld	Total	Uphold rate
Heathrow IRC	9	3	12	**
Brook House IRC	1	1	2	**
Morton Hall IRC	1	1	2	**
Total	11	5	16	31%

**Only given where 20 or more complaints were completed

Probation complaints completed 2019/20

	Not upheld	Upheld	Total	Uphold rate
NPS South West & South Central	6	3	9	**
NPS North East	8	0	8	**
NPS Midlands	5	2	7	**
NPS South East & Eastern	5	0	5	**
NPS North West	4	0	4	**
NPS London	2	1	3	**
CRC Bristol Glocs Somerset & Wilts	1	0	1	**
CRC Cheshire & Gt Manchester	1	0	1	**
CRC Essex	0	1	1	**
CRC Kent Surrey & Sussex	1	0	1	**
CRC London	0	1	1	**
CRC Merseyside	1	0	1	**
CRC Staffs & West Mids	1	0	1	**
CRC Thames Valley	1	0	1	**
NPS and Partnerships in Wales	1	0	1	**
Total	37	8	45	18%

**Only given where 20 or more complaints were completed

Fatal incident tables:

Data notes

The PPO does not determine the cause of death. This is determined by a coroner following an inquest. Cases are separated into administrative categories, but these categories may differ from a coroner's conclusions. Classifications may change during the course of an investigation. However, they are not altered following the conclusion of the inquest. A small number of classifications for previous years have been updated for this publication, so may not match what has previously been published.

Self-inflicted deaths: The death of a person who has apparently taken their own life and the circumstances suggest this was deliberate, irrespective of whether this would meet the legal definition of intent (i.e. suicide).

Homicide: Where one person has killed another, irrespective of their level of intent.

Natural causes: Any death of a person as a result of a naturally occurring disease process that is organic and not triggered by something non-natural.

Other non-natural: These deaths have not happened organically; they are non-natural but cannot be readily classified as self-inflicted or homicide. They include accidents and cases where the post-mortem has not ascertained a cause of death. This category also includes drug-related deaths where there is not enough evidence to classify them as a self-inflicted death.

Awaiting classification: These are deaths where there is currently no indication of the cause of death. Fatal incident data was frozen in May 2020.

The PPO and HMPPS have different defining criteria for classifying cases. For this reason, the totals in each category may differ from what is published by HMPPS.

Initial reports are counted as having been completed 'in time' when the report is issued within 20 weeks of the date of notification for natural cause deaths, and 26 weeks for all others (including those that are unclassified at the time of notification).

Final reports are counted as having been completed 'in time' when the report is issued 12 weeks following the initial report.

*The numbers are too small for the % change to be a meaningful indicator.

Some totals may not add up to 100% due to rounding.

Fatal incident investigations started

	Total 18/19	% of total 18/19	Total 19/20	% of total 19/20	Change 18/19-19/20	% change year on year
Natural	177	53%	176	57%	-1	-1%
Self-inflicted	89	27%	83	27%	-6	-7%
Other non-natural	58	17%	31	10%	-27	-47%
Homicide	4	1%	2	1%	-2	*
Awaiting classification	6	2%	19	6%	13	*
Total	334	100%	311**	100%	-23	-7%

*The numbers are too small for a percentage change to be a meaningful indicator

**This includes one post-release death, the case of Mr E, who was technically released from prison under Home Detention Curfew two days before his death, although he remained in hospital and was never released into the community.

Fatal incident investigations started

	Total 18/19	% of total 18/19	Total 19/20	% of total 19/20	Change 18/19-19/20	% change year on year
Male prisoners*** (21 and over)	307	92%	280	90%	-27	-9%
Female prisoners*** (21 and over)	12	4%	6	2%	-6	*
Under 21 males	1	0%	4	1%	3	*
Under 21 females	0	0%	0	0%	0	*
Male approved premises residents	12	4%	15	5%	3	*
Female approved premises residents	0	0%	2	1%	2	*
Male IRC residents	1	0%	1	0%	0	*
Female IRC residents	0	0%	0	0%	0	*
Male discretionary cases	1	0%	2	1%	1	*
Female discretionary cases	0	0%	1	0%	1	*
Total	334	100%	311**	100%	-23	-7%

* The numbers are too small for a percentage change to be a meaningful indicator

** This includes one post-release death, the case of Mr E, who was technically released from prison under Home Detention Curfew two days before his death, although he remained in hospital and was never released into the community.

***These figures have been updated from last year's report due to an error

Fatal incident investigations started 2019/20

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Male prisoners (21 and over)	169	72	22	2	15	280
Female prisoners (21 and over)	0	4	2	0	0	6
Under 21 males	1	3	0	0	0	4
Under 21 females	0	0	0	0	0	0
Male approved premises residents	4	2	6	0	3	15
Female approved premises residents	1	0	1	0	0	2
Male IRC residents	1	0	0	0	0	1
Female IRC residents	0	0	0	0	0	0
Male discretionary cases	0	2	0	0	0	2
Female discretionary cases	0	0	0	0	1	1
Total	176	83	31	2	19	311**

** This includes one post-release death, the case of Mr E, who was technically released from prison under Home Detention Curfew two days before his death, although he remained in hospital and was never released into the community.

Fatal incident reports issued

	Total 18/19	% in time	Total 19/20	% in time	Change 18/19-19/20 (volume)	% change year on year (volume)
Initial reports***	309	94%	343	80%	34	11%
Final reports***	266	72%	341	67%	75	28%
Reports published on website	338	N/A	410	N/A	72	21%

***These figures have been updated from last year's report due to an error

Fatal incident investigations started (21 and over) 2019/20

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Altcourse	2	1	1	0	0	4
Ashfield	2	0	0	0	0	2
Bedford	1	0	0	0	0	1
Belmarsh	0	3	0	1	0	4
Berwyn	2	0	0	0	1	3
Birmingham	1	0	0	0	0	1
Bristol	0	1	0	0	1	2
Brixton	0	1	0	0	0	1
Bullingdon	3	1	1	0	0	5
Bure	1	0	0	0	0	1
Cardiff	1	1	0	0	0	2
Channings Wood	0	1	0	0	0	1
Chelmsford	2	2	0	0	0	4
Coldingley	1	0	1	0	0	2
Dartmoor	4	1	0	0	0	5
Doncaster	4	6	0	0	0	10
Dovegate	1	2	0	0	1	4
Durham	3	1	0	0	0	4
Eastwood Park	0	0	1	0	0	1
Elmley	2	1	0	0	0	3
Erlestoke	1	1	0	0	0	2
Exeter	3	1	0	0	2	6
Featherstone	0	1	1	0	0	2
Ford	1	0	0	0	0	1
Forest Bank	2	1	0	0	0	3
Foston Hall	0	2	0	0	0	2
Frankland	6	0	0	0	0	6
Full Sutton	3	0	0	1	0	4
Garth	2	0	2	0	0	4
Gartree	1	1	0	0	0	2
Grendon	0	1	0	0	0	1
Guernsey Prison	1	0	0	0	0	1
Guys Marsh	0	0	0	0	1	1
Hewell	2	3	0	0	0	5
High Down	1	1	0	0	0	2
Highpoint	0	1	0	0	0	1
Holme House	5	2	1	0	0	8
Hull	2	2	0	0	1	5
Humber	0	2	0	0	0	2
Isis	0	1	0	0	0	1
Isle of Wight	5	1	0	0	0	6
Lancaster Farms	1	1	0	0	0	2
Leeds	6	4	0	0	1	11
Leicester	1	2	1	0	1	5
Lewes	2	0	0	0	0	2
Leyhill	4	0	0	0	0	4
Lincoln	2	0	0	0	0	2
Lindholme	2	0	0	0	1	3
Littlehey	6	0	0	0	0	6
Liverpool	2	1	0	0	0	3

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Long Lartin	1	0	1	0	0	2
Lowdham Grange	2	0	1	0	0	3
Manchester	6	1	1	0	0	8
Moorland Closed	2	0	0	0	0	2
New Hall	0	0	1	0	0	1
North Sea Camp	2	0	0	0	0	2
Northumberland	1	1	0	0	0	2
Norwich	4	1	0	0	0	5
Nottingham	2	0	0	0	0	2
Oakwood	4	0	1	0	1	6
Parc	4	2	0	0	1	7
Pentonville	1	3	1	0	0	5
Peterborough	2	1	0	0	1	4
Portland	0	1	0	0	0	1
Preston	1	0	0	0	0	1
Ranby	0	1	0	0	0	1
Risley	1	1	0	0	0	2
Rye Hill	5	0	1	0	0	6
Stafford	3	0	0	0	0	3
Standford Hill	1	0	0	0	0	1
Styal	0	1	0	0	0	1
Sudbury	2	0	0	0	0	2
Swaleside	3	0	3	0	0	6
Swansea	1	1	0	0	0	2
Thameside	1	1	1	0	0	3
The Mount	1	0	1	0	0	2
Thorn Cross	0	0	0	0	1	1
Usk and Prescoed	0	1	0	0	0	1
Wakefield	9	1	0	0	0	10
Wandsworth	3	2	1	0	0	6
Warren Hill	0	1	0	0	0	1
Wayland	1	0	0	0	1	2
Wealstun	0	1	2	0	0	3
Whatton	5	0	0	0	0	5
Whitemoor	1	1	0	0	0	2
Winchester	2	0	0	0	0	2
Woodhill	0	3	0	0	0	3
Wormwood Scrubs	1	0	0	0	0	1
Wymott	6	0	0	0	0	6
Total	169	76	24	2	15	286**

** This includes one post-release death, the case of Mr E, who was technically released from prison under Home Detention Curfew two days before his death, although he remained in hospital and was never released into the community.

Fatal incident investigations started in IRCs 2019/20

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification
Heathrow IRC	1	0	0	0	0
Total	1	0	0	0	0

Fatal incident investigations started in APs 2019/20

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Albion Street	0	0	0	0	1	1
Bridgewood House	0	0	0	0	1	1
Cardigan House	1	0	0	0	0	1
Elizabeth Fry	0	0	1	0	0	1
Glogan House	0	1	0	0	0	1
Pennywell	0	0	1	0	0	1
Peterborough	0	0	2	0	0	2
Quay House	1	0	0	0	0	1
Ripon House	1	0	0	0	0	1
Rookwood****	0	1	0	0	0	1
St Joseph's	1	0	1	0	0	2
The Pines	0	0	1	0	0	1
Westgate	1	0	0	0	0	1
Weston	0	0	0	0	1	1
Wordsworth House	0	0	1	0	0	1
Total	5	2	7	0	3	17

**** We investigated one death in which a prisoner was released from prison to live at an AP but hanged himself before he arrived there

Fatal incident investigations (under 21s) started 2019/20

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Cookham Wood	1	0	0	0	0	1
Durham	0	1	0	0	0	1
Hull	0	1	0	0	0	1
Pentonville	0	1	0	0	0	1
Total	1	3	0	0	0	4

Discretionary fatal incident investigations started 2019/20

Discretionary	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Bronzefield*****	0	0	0	0	1	1
Inner London Crown Court*****	0	1	0	0	0	1
Leicester Magistrates' Court	0	1	0	0	0	1
Total	0	2	0	0	1	3

***** We were asked by the Prisons Minister to undertake a discretionary investigation into an apparent stillbirth in a woman's prison after a woman gave birth alone in her cell

***** We investigated the case of a prisoner who died in hospital two months after drinking acid in the dock