



The
**Prisoner
Ombudsman**
for Northern Ireland

**TAKEN YOUR COMPLAINT
THROUGH THE INTERNAL
PROCESS? STILL NOT HAPPY?**

CONTACT THE PRISONER OMBUDSMAN ON

**FREEPHONE
0800 783 6317**

CALLS TO THIS NUMBER WILL NOT BE MONITORED

OR SEND THE DETAILS OF YOUR COMPLAINT TO US AT

Unit 2, Walled Garden, Stormont Estate, Belfast BT4 3SH

Remember at the end of the Internal Complaints process, if you wish the Ombudsman to investigate your complaint, you must contact the Ombudsman. Your complaint will not automatically come to us. Please also hold on to your Prison Service Complaint reference number.





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GOT A COMPLAINT ABOUT YOUR RECENT VISIT TO A PRISONER?

If you are a visitor to a prison and you have a complaint you should raise the complaint with the Local Visits Manager in the first instance. If, you remain unhappy with the outcome you can make a complaint to the Prisoner Ombudsman.

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