



MAKING A COMPLAINT TO THE PRISONER OMBUDSMAN - PRISONERS

HOW TO MAKE A COMPLAINT

The Prison Service Internal Complaints Process has two stages and both stages must be completed before you can bring a complaint to the Prisoner Ombudsman.

If after Stage 2 you remain unhappy call 0800 783 6317 or complete this form. *This should be within 30 days of receiving your Stage 2 response from the Prison Service.*

The Prisoner Ombudsman will respond, within 3 days of receiving your complaint, to advise you of the next steps.

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Independent, Impartial Investigation

OMBUDSMAN COMPLAINT FORM - PRISONERS

Please fill out this form and send it to the Prisoner Ombudsman or call us on **0800 783 6317**

YOUR PERSONAL DETAILS *(Where applicable)*

First Name: _____ Last Name: _____

Prison Number: _____ EDR: _____

Prison Location _____ House/Landing: _____

Do you have any special needs we should be aware of when communicating with you? If so, please detail.

YOUR COMPLAINT

Internal Complaint Reference Number: _____

What is your complaint about? (or you can refer us to your Internal Complaint Form)

What do you think could be done to put things right?

Send to:

The Prisoner Ombudsman for Northern Ireland
Unit 2, Walled Garden, Stormont Estate, Belfast BT4 3SH

NOTE: Please ensure all sections of this form are filled out correctly

tel: 028 905 27771

fax: 028 905 27752

email: pa@prisonerombudsman.x.gsi.gov.uk

web: www.niprisonerombudsman.gov.uk

Freephone 0800 783 6317



The
**Prisoner
Ombudsman**
for Northern Ireland

MAKING A COMPLAINT TO THE PRISONER OMBUDSMAN - VISITORS

HOW TO MAKE A COMPLAINT

Step 1 – Raise your complaint with the Local Visits Manager – there should be information on how to do this in the Visits Area.

Step 2 – If you remain unhappy, call **0800 783 6317** or complete this form.

Step 3 – The Prisoner Ombudsman will contact you in writing, within 3 days of receiving your complaint, to advise you of the next steps.

OMBUDSMAN COMPLAINT FORM - VISITORS

Please fill out this form and send it to the Prisoner Ombudsman or call us on **0800 783 6317**

YOUR PERSONAL DETAILS *(Where applicable)*

First Name: _____ Last Name: _____

Home Address _____

Do you have any special needs we should be aware of when communicating with you?
If so, please detail.

Date of Visit: _____ Name of Prison _____

Name of Prisoner you were visiting: _____

YOUR COMPLAINT

What is your complaint about? (Please enclose the response you have received from the Local Visits Manager)

What do you think could be done to put things right?

Send to:

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