



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 Areas.

Step 2 – If you are unhappy with the response you receive from the Prison Service, call **0800 783 6317** or complete this form.

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

Independent, Impartial Investigation

PRISONER 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

First Name: _____ Last Name: _____

Home Address: _____

_____ Post Code: _____

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

YOUR COMPLAINT

Date of Visit: _____ Name of Prison: _____

Name of Prisoner you were visiting: _____

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

Send to:

The Prisoner Ombudsman for Northern Ireland
Unit 2, Walled Garden, Stormont Estate, Belfast BT4 3SH
tel: 028 905 27771 fax: 028 905 27752
email: pa@prisonerombudsman.x.gsi.gov.uk
web: www.niprisonerombudsman.gov.uk

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

Freephone 0800 783 6317