



The
**Prisoner
Ombudsman**
for Northern Ireland

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.

Prison Internal Complaints - Stage 1

- Complete Prison Complaint Form.
- You will be interviewed by prison staff within 24 hours.
- You will receive a written reply within 14 days.

*If you are unhappy with your reply complete Stage 2
(This must be within 10 days.)*

Prison Internal Complaints - Stage 2

- Complete the Stage 2 section on the form, and put back in the Complaints Post-Box.
- You will receive a written reply within 14 days.

*If after the Stage 2 reply you remain unhappy
you can contact the*

Prisoner Ombudsman's Office

by calling **0800 783 6317** or complete this form. You must do this within 30 days of receiving your Stage 2 reply.

The Prisoner Ombudsman will write to you within 3 days of receiving your complaint.

Independent, Impartial Investigation

PRISONER 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

First Name: _____ Last Name: _____

Prison Number: _____

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)

Send to:

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

web: www.niprisonerombudsman.gov.uk

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

Freephone 0800 783 6317