



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.

