

How to complain

So how do I complain to the PPO?

Follow these **three easy steps**:

1. Make sure you go through the whole complaints process first.
2. Write a short note telling us what your complaint is about, and why you are still not happy.
3. Send copies of all your paperwork to us – including all the complaint forms.

Where to send your complaint

Where do I send all my paperwork?

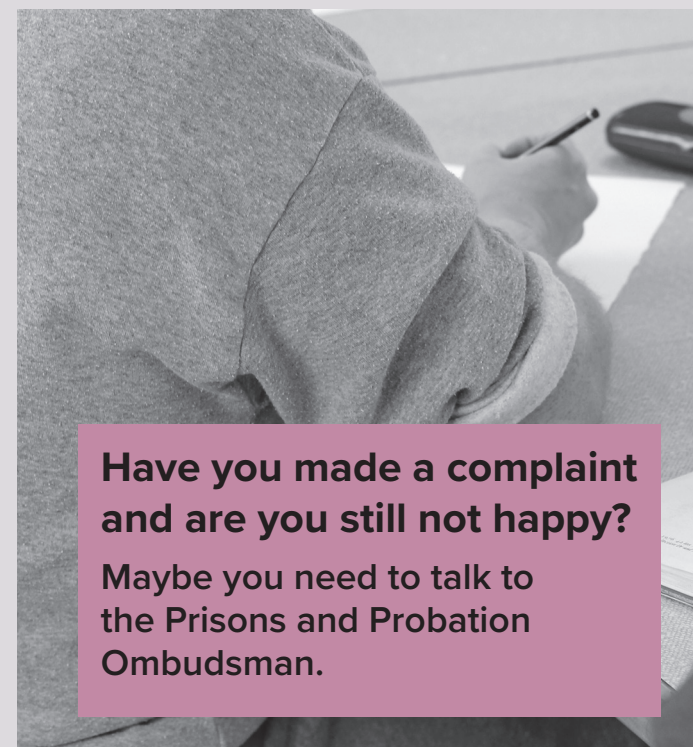
Send copies of all your complaints paperwork to this address:

Prisons and Probation Ombudsman
Third Floor, 10 South Colonnade
Canary Wharf, London
E14 4PU

Remember, don't send us original documents as we cannot return them.

Prisons &
Probation
Ombudsman
Independent Investigations

How to complain to the Prisons and Probation Ombudsman (PPO)



Have you made a complaint and are you still not happy?

Maybe you need to talk to the Prisons and Probation Ombudsman.

Did you know?

- Every year, the PPO receives thousands of **complaints, including from those on probation and living in approved premises.**
- In response to these complaints, we make **recommendations to probation supervision and approved premises**, and the outcomes of our investigations aim to make them a **fairer, safer place.**

**Lost an item of property?
Think you have been unfairly
treated? Contact the PPO.**

The truth about the PPO

- We don't work for the Probation Service or HMPPS. The PPO is **completely independent.**
- Your letters to us **will not be read by the probation or approved premises staff**, and will not be used against you. You will not get in any trouble for sending us a complaint.
- We receive lots of complaints from those under probation supervision every year. **We can help you too.**
- If we agree with you, you might get an **apology; your loss covered; even a change in the way the probation supervision or approved premises works.**
- We will let you know if we can investigate your complaint **within 10 days** of receiving it.

What can you complain about?

**OK, so what can
I complain about?**

You can complain to the PPO about all sorts of issues – from the way staff are treating you to your lost property.

We can't investigate:

- Parole Board decisions.
- Complaints about medical care.
- As a general rule, if it is more than 3 months since the final answer from the probation service about your original complaint.
- The complaint must be about something that happened to you, not someone else.
- If you are taking or have taken a legal case on the same issue.