

How to complain

- ✓ Make sure you have gone through the full complaints process in your prison first.
- ✓ Complete the IPCI form telling us why you are unhappy with the prison's response.
- ✓ Send us the IPCI form and copies of your COMP forms and responses.

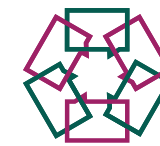
We have translated this information in multiple languages. If you cannot find a leaflet in your language, please contact us.

Where to send your complaint

**IPCI, Third Floor,
10 South Colonnade,
London, E14 4PU**

It is free to send a letter to IPCI. Postage will be paid by the prison.

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



**Independent
Prisoner Complaint
Investigations**

**Not happy with
how the prison
handled your
complaint?**

**Independent
Prisoner
Complaint
Investigations
(IPCI) could help.**

**Independently investigating
complaints for you**

Did you know?

- Every year, thousands of prisoners contact IPCI for help with their complaints.
- We investigate these complaints and make recommendations to prisons.
- We uphold over a quarter of all complaints that we receive, and nearly half of all property complaints.
- We can also mediate, where appropriate, to help resolve disputes about complaints.
- If we agree with you, you might get an apology from the prison, compensation for your lost or damaged property, or a change in the way the prison works.

About IPCI

- IPCI is completely independent. We don't work for the Prison Service or HMPPS.
- IPCI is covered by Rule 39, this means your letters to us will not be read by the prison.
- If you complain to us, this will not be used against you, you will not get into trouble.
- We will let you know if we can investigate your complaint within 10 working days of receiving it.
- We can also investigate if the prison doesn't respond to your complaint within 6 weeks.

IPCI is part of the Prisons and Probation Ombudsman (PPO).

What can I complain about?

You can complain to IPCI about all sorts of issues in prisons including:

- ✓ Lost, stolen or damaged property.
- ✓ If you feel the correct process has not been followed for adjudications and IEPs.
- ✓ Bullying, intimidation or harassment by members of staff.
- ✓ If you are unhappy with the conditions in the prison or the prison regime.
- ✓ Unfair removal from job or loss of pay.
- ✓ Improper use of force by staff.

Generally, we can't investigate if it's been more than 3 months since the prison gave you their final response to your original complaint.

If we can't look into your complaint, we may be able to direct you to someone who can help.