## Help to contact us

You can get help to contact the Prisons and Probation Ombudsman from:

- Your Barnardo's helper
- Your case worker or key worker
- Your Youth Offending Team worker

They will help you to write the letter.

They will also know what else you need to send us.



## Where to send your complaint

Send copies of all your complaints paperwork to this address:

Prisons and Probation Ombudsman Third Floor, 10 South Colonnade Canary Wharf, London F14 4PU

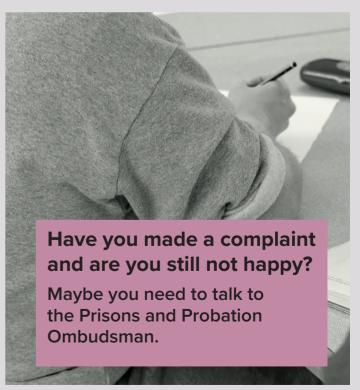
If you are in a STC/YOI, your letters to the Prisons and Probation Ombudsman are **free of charge**.

If you are in approved premises or on probation, you will need to pay for postage yourself.



# Prisons & Probation Ombudsman Independent Investigations

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



## What can you complain about?

The Prisons and Probation Ombudsman (PPO) will look into complaints that you have made about your:

- Secure training centre (STC)
- Young offender institution (YOI)
- Adult probation supervision, if you are over the age of 18

#### What we do

The PPO will look at your complaint and decide what is the best way to sort it out.

If we do not have enough information to make a decision, we might write to you or ask to speak to you.

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









## Write to us or call us

Write a short note telling us what your complaint is about, and why you are still not happy.

Also send a copy of the form you filled in to make your first complaint to the STC, YOI, approved premises or probation office.

You can also call us on **0845 010 7938**— leave a message telling us how old you are and we will tell you what to do next.



