

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
E14 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)



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

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

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.

