

# Made a complaint? Not happy with the response?

## 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.

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.



## 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.

