

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

**Prisons & Probation
Ombudsman**
Independent Investigations

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

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

The 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.

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 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.

Help to contact us



You can get help to contact us from:

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



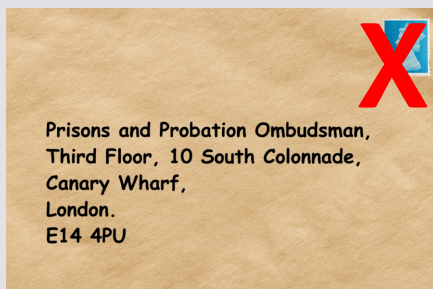
They will help you to write the letter. They will also know what else you need to send us.

Where to send your complaint

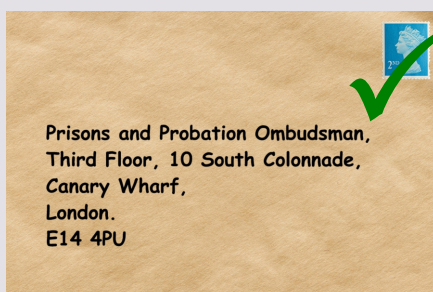


Send copies of all your complaints paperwork to this address:

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



If you are in a STC or 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.