

21 November 2024

Reference: FOI 584 Freedom of Information request

Thank you for your email and clarification, which we received, respectively, on 6 and 13 November 2024. Your request has been handled under the Freedom of Information Act 2000.

You asked us:

For information on the number of complaints received by the Prisons and Probation Ombudsman (PPO) about prisons and probation areas in each quarter from 1 April 2014 to 31 March 2019, with a breakdown of the reason for the complaint.

Our response:

We have searched our records and we hold the requested information on the above question.

A copy of the information that you requested is enclosed with our response. This enclosure contains the total number of complaints that the PPO received each quarter from 1 April 2014 to 31 March 2019, with a breakdown of the reason for the complaint.

I hope that this is helpful.

You have the right to appeal against our response if you think it is incorrect. Details can be found in the 'How to Appeal' section attached at the end of this letter.

Email: PPOMailFreedomofInformationRequests@ppo.gov.uk

The Prisons and Probation Ombudsman (PPO) carries out **independent investigations** into complaints and deaths in custody. The detailed role and responsibilities of the PPO are set out in our office's Terms of Reference. The PPO has three main duties:

- to **investigate complaints** made by prisoners, young people in detention (prisons and secure training centres), offenders under probation supervision and individuals detained under immigration powers (detained individuals)
- to **investigate deaths** of prisoners, young people in detention, approved premises' residents and detained individuals due to any cause, including any apparent suicides and natural causes
- to **investigate deaths of recently released prisoners** that occur within 14 days of release from prison (except homicide)

The purpose of these investigations is **to understand what happened, to correct injustices** and **to identify learning** for the organisations whose actions we oversee so that the PPO makes a significant contribution to safer, fairer custody and offender supervision.

▪

We may use or share your data only to the necessary extent when conducting our independent investigations in the exercise of our official authority. We will share your data with third parties (e.g. the prison) in order to make sure the information is accurate; to prevent or detect failings; and to identify lessons learnt. We may sometimes need to share your data with third parties if required by law. We only keep your personal data for as long as it is needed, as set out in our data retention policy. If you need any further information about how your data is used, please contact us.

How to Appeal

Internal Review

If you are not satisfied with this response, you have the right to an internal review. The handling of your request will be looked at by someone who was not responsible for the original case, and they will make a decision as to whether we answered your request correctly.

If you would like to request a review, please write or send an email to the Prisons and Probation Ombudsman's office **within two months of the date of this letter**, at the following address:

Prisons and Probation Ombudsman
Third Floor
10 South Colonnade
Canary Wharf
London
E14 4PU
E-mail: Mail@ppo.gov.uk

Information Commissioner's Office (ICO)

If you remain dissatisfied after an internal review decision, you have the right to apply to the Information Commissioner's Office. The Commissioner is an independent regulator who has the power to direct us to respond to your request differently, if he considers that we have handled it incorrectly.

You can contact the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Internet address: <https://ico.org.uk/>

	FY 2014 Q1	FY 2014 Q2	FY 2014 Q3	FY 2014 Q4	FY 2015 Q1	FY 2015 Q2	FY 2015 Q3	FY 2015 Q4	FY 2016 Q1	FY 2016 Q2	FY 2016 Q3	FY 2016 Q4	FY 2017 Q1	FY 2017 Q2	FY 2017 Q3	FY 2017 Q4	FY 2018 Q1	FY 2018 Q2	FY 2018 Q3	FY 2018 Q4
Grand Total	1429	1346	1191	1119	1207	1293	1149	1278	1381	1169	1218	1232	1258	1216	1134	1213	1304	1274	1307	1127
Accommodation	28	16	32	19	33	31	15	34	39	17	25	32	24	29	36	37	30	30	33	21
Adjudication	60	76	65	37	53	60	65	50	49	44	51	53	63	63	37	42	40	45	47	45
Administration	198	143	110	167	141	186	169	202	184	167	168	164	143	145	104	105	114	139	135	111
Categorisation	92	62	49	56	73	60	58	48	51	60	72	41	50	53	38	50	48	57	54	54
Equalities	22	14	11	15	16	21	6	22	11	6	10	5	15	11	10	15	15	12	14	17
Escorts	1	1	0	0	1	0	3	1	0	2	3	0	1	0	3	1	1	2	4	1
Food	21	10	14	18	9	13	16	12	15	12	11	16	10	18	13	18	27	14	18	14
HDC	35	23	25	19	31	18	18	23	16	12	15	26	17	15	16	5	23	26	15	17
IEP	67	47	42	29	51	59	39	48	58	56	51	48	46	30	49	46	38	49	36	27
Legal	3	9	5	1	4	1	5	8	5	3	1	2	6	2	3	0	4	1	1	3
Letters	37	31	29	48	38	32	37	51	55	36	35	24	26	44	45	43	50	42	62	43
Medical	35	38	34	29	28	35	23	23	33	26	22	17	20	23	21	23	18	17	27	17
Money	32	35	37	38	31	38	22	18	31	31	34	32	37	40	26	38	29	29	33	36
Multiple Ineligible complaints	4	7	12	9	15	24	27	43	48	45	38	59	40	45	41	36	44	58	52	44
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Parole	0	5	7	1	4	4	5	2	3	6	2	4	1	3	4	2	4	1	3	2
Phone calls	11	5	10	11	11	13	10	10	15	12	11	15	15	12	14	12	10	12	12	8
Prisoners	37	27	27	25	18	26	27	23	23	25	19	27	18	16	17	26	25	29	16	14
Probation	84	71	63	82	61	68	85	98	70	65	86	83	92	69	56	84	74	62	71	73
Progression	32	31	9	28	20	41	7	5	22	9	12	6	5	3	6	12	8	5	4	4
Property	254	371	335	247	284	296	254	284	344	289	319	334	360	322	341	331	374	339	367	316
Regime	79	71	68	56	48	59	43	52	70	54	40	37	50	45	49	60	75	80	68	63
Resettlement	18	12	8	10	11	8	7	7	7	4	10	7	9	8	13	11	12	19	10	6
Security	13	10	16	4	9	8	7	13	11	8	5	6	12	11	10	8	10	12	11	15
Staff behaviour	114	103	65	61	86	81	91	101	105	75	76	81	85	97	92	107	107	94	110	95
Transfers	61	70	49	41	51	45	35	42	43	39	49	34	51	35	33	43	55	29	51	29
Video Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Visits	35	21	35	30	33	27	25	24	28	24	20	31	21	33	21	28	21	21	17	13
Work & Pay	56	37	34	38	47	39	50	34	45	42	33	48	41	44	36	37	41	50	36	39