

15 October 2025

**Reference: FOI 690 Freedom of Information request**

Thank you for your letter, dated 12 September 2025, which we received on 19 September 2025. Your request has been handled under the Freedom of Information Act 2000.

**You asked us:**

For information on how many complaints the Prisons and Probation Ombudsman (PPO) has received regarding lost property by HMP Peterborough in the last five years, and of these complaints, how many were rejected, upheld, not upheld or still pending

**Our response:**

We have searched our records and we hold the requested information. A copy of the information that you requested is shown below.

In the last five years, from 1 October 2020 to 30 September 2025, the PPO has received 91 complaints regarding lost property by HMP Peterborough. In the last year, from 1 October 2024 to 30 September 2025, the PPO received 30 of the 91 complaints.

Complaint Outcome	1 October 2020 to 30 September 2025	1 October 2024 to 30 September 2025
Early cases (explanation below)	43	15
Ineligible	8	2
No worthwhile outcome	1	0
Not upheld	9	3
Pushed back to the service in remit	2	0
Still under investigation	2	2
Upheld or partially upheld	24	8
Withdrawn	2	0

This is based on a search of cases received where the location of incident is logged as HMP Peterborough.

Early cases are cases that have come to the PPO before they have gone through the internal complaint's procedure. As set out in our terms of reference, before we can

consider a complaint for investigation, complainants must first raise the issue with the relevant service in remit giving them an opportunity to resolve the complaint.

The PPO used to class early cases as ineligible cases that have not followed the correct procedure. Therefore, as we are now calling these early cases, there will be a clear reduction in the number of ineligible cases when compared to pre-April 2025.

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.

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/>