



**Independent**  
Prisoner Complaint  
Investigations



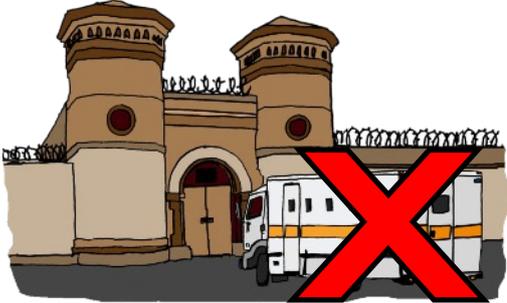
**Are you unhappy with how the  
prison looked into your complaint?**

**Independent Prisoner Complaint  
Investigations (IPCI) could help you**

Easy Read version

# About Independent Prisoner Complaint Investigations

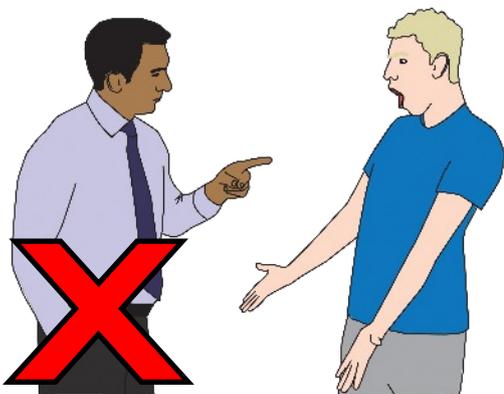
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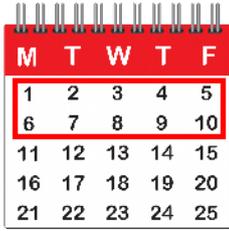
Independent Prisoner Complaint Investigations is independent. This means we do not work for the Prison Service or HMPPS.



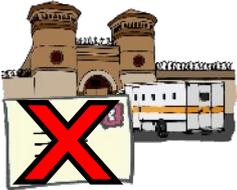
Independent Prisoner Complaint Investigations is covered by Rule 39. This means the letters you send to us will not be read by the prison.



You will not get into trouble for writing to us. If you do, tell us. We will look into it.



We will let you know if we can look into your complaint within 10 working days after we get it.

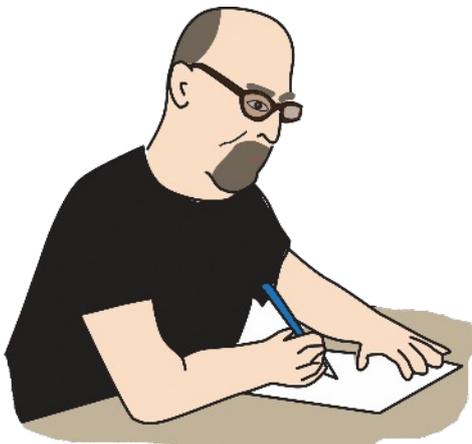


We can also look into things if the prison does not reply to your complaint in 6 weeks.

# Prisons & Probation Ombudsman

Independent Investigations

Independent Prisoner Complaint Investigations is part of the Prisons and Probation Ombudsman (PPO).



Lots of prisoners contact Independent Prisoner Complaint Investigations for help with their complaints.



We look into these complaints and decide if anything went wrong.



We agree with more than a quarter of the complaints we investigate and nearly half of the complaints about property.

If we agree with your complaint the prison may:



- say sorry



- give you money for your lost or broken property



- change the way the prison works.

# What can I complain about?

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You can tell Independent Prisoner Complaint Investigations about problems in prison like:

- lost or broken property



- if you think processes were not followed for things like adjudications or incentives and earned privileges (IEPs)



- being bullied by staff



- if you are unhappy with prison conditions or the regime



- wrongly losing a job or pay



- staff using force in a way that was not ok.



We cannot look into your complaint if it is over 3 months since the prison gave you their final reply.

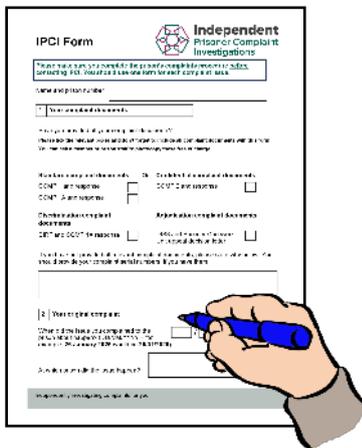


If we cannot help with your complaint, we might know someone who can.

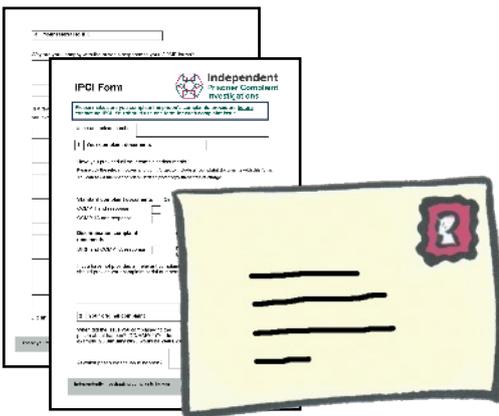
# How to complain



You must go through the complaints process in your prison first. You can ask if there is an IPCI Ambassador in your prison to guide you with this.



If you are unhappy with the prison's answer to your complaint, fill in the IPCI form and tell us why.



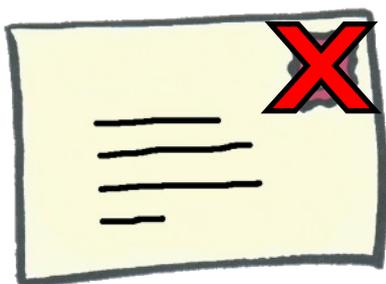
Then send us the IPCI form and copies of your COMP forms and replies.

# Where to send your complaint

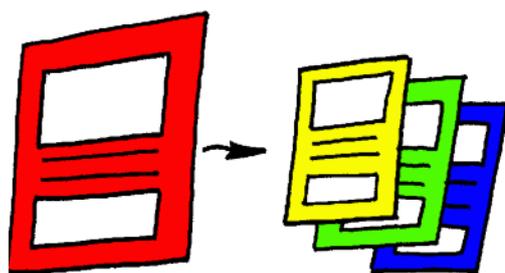
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IPCI,  
Third Floor,  
10 South Colonnade,  
London, E14 4PU



You can send a letter to Independent Prisoner Complaint Investigations for free. The prison will pay the postage.



Please send us copies of your papers as we cannot send them back to you.

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