



Do you need to make a complaint?



What is your complaint about?

Everyday matters, such as: canteen, property, cash and finance, education, food, IEP status, letters and mail, HDC and pre-release, visits, and work

A serious or sensitive matter, such as: something confidential you don't feel able to share with wing staff or if you think a member of staff has mistreated you

Complain to the prison first

Use a COMP 1 form

Use a COMP 2 form
(the pink form)

Unhappy with the prison's reply, or
no answer after 5 working days?

Use a COMP 1A form

Still not happy or no reply after 30 working days?

Send copies of your complaint forms & prison response free of charge to:

**Independent Prisoner Complaint Investigations (IPCI),
3rd floor, 10 South Colonnade, London, E14 4PU**