

Does a prisoner want to make a complaint?



Independent
Prisoner Complaint
Investigations

Can you sort the issue out without the formal complaints process?

If not...

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

For serious or sensitive matters, such as: something confidential a prisoner doesn't feel able to share with wing staff, or maybe they feel they have been mistreated

Provide a COMP 1 form

Has the prisoner appealed?

Provide a COMP 1A form

Note: You have five days to reply to a complaint. If more time is needed, send an interim reply.

Note: This must be escalated to a more senior member of staff. They have five days to respond.

Provide a COMP 2 form (the pink form)

If the prisoner remains unhappy, provide them with free copies of their complaint forms & the response(s). Provide an envelope & free postage so they can send their complaint to: