

You can write to the Prison and Probation Ombudsman within one month of your appeal deal decision if you have:

- been under supervision of a Community Rehabilitation Company
- been housed in probation accommodation
- had a report prepared about you for use in court.

Send your letter to:

Prison and Probation Ombudsman
PO Box 70769
London
SE1P 4XY

Or email: mail@ppo.gsi.gov.uk

If you have taken these steps, or are a member of the public or a victim and are still dissatisfied with the decision then the Parliamentary Ombudsman can consider your complaint. However, they will normally only take on a complaint after you have first tried to resolve the complaint and received a response.

If you are still unhappy then you will need to ask a Member of Parliament to refer the complaint to the Parliamentary Ombudsman for consideration.

To access a complaint form you will need to view www.ombudsman.org.uk or you call 0345 015 0433.



Making a complaint

Bristol, Gloucestershire, Somerset and Wiltshire
Community Rehabilitation Company Ltd.
Registered office: Queensway House, St Georges,
Weston-super-Mare, BS22 7BB
Registered number 08802537 England & Wales

Getting it right is important to us

We work to high standards and we hope this is reflected in your experience with us.

That sounds fine – but what if I have a complaint?

Complaints can be made by any person including, but not limited to:

- offenders
- victims of crime (or their family)
- members of the public

To be considered, your complaint has to be about an action or decision, or failure to act or decide, on the part of employees of Bristol, Gloucestershire, Somerset and Wiltshire Community Rehabilitation Company.

We cannot look into something that is already being investigated by the police or subject to a decision of the courts, statutory tribunal, Parole Board, Crown Prosecution Service or the Criminal Cases Review Commission.

Your complaint will not normally be considered if it is about something that happened more than 12 months ago, or that you could have known about 12 months ago.

It is best to talk

Face to face or over the telephone with the person involved can often be the solution. If this is difficult, ask to discuss it with a more senior member of the team.

You can also make a formal complaint in writing. You should sign it and send it to the Probation Director at

Bristol, Gloucestershire, Somerset and Wiltshire Community Rehabilitation Company
Queensway House
The Hedges
St Georges
Weston-super-Mare
BS22 7BB

(Or someone can make a formal complaint on your behalf, if you give them permission in writing.)

Within five working days of receiving your letter the Probation Director will explain how your complaint will be handled. He or she will give you the date when you can expect the outcome.

If your complaint is about an issue involving the Probation Direction, you should write to the Director of Probation in England at:

National Offender Management Service
Clive House
70 Petty France
London
SW1H 9EH

If you are still not satisfied...

You can appeal within 20 working days of receiving the outcome. Write to the Probation Director, explain why you want to appeal. The Probation Director will acknowledge your letter within five working days of receiving it. The panel will look at your appeal and will decide whether they need to meet you and the investigating officer.

The outcome will be sent to you within 20 working days of receipt of the appeal.

The panel will let you know if they need longer to make a decision.

If we have been supervising you or preparing a report on you, and you have taken these steps and are still not satisfied with the decision.