

Making a Complaint

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 the employees of the Bristol, Gloucestershire, Somerset and Wiltshire Community Rehabilitation Company.

We can't 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 won't normally be considered if it is about something that happened more than 12 months ago, or that you could have known about a year ago.

It is best to talk

Talking 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:

Her Majesty's Prison and Probation Service
Clive House
70 Petty France
London, SW1H 9EH

Appeals

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.

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.

A panel will look at your appeal. They may ask 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 unsatisfied with the decision, you can write to the Prison and Probation Ombudsman www.ppo.gov.uk at:

The Prisons and Probation Ombudsman
Third Floor, 10 South Colonnade
London
E14 4PU

or email mail@ppo.gsi.gov.uk within one month of your appeal decision if you have:

- been under the supervision of either the Community Rehabilitation Company or National Probation Service
- been housed in probation accommodation
- had a report prepared about you for use in court.

If you have taken these steps and are still dissatisfied with the decision, 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 after your response from the probation service provider you are still unhappy, you will need to ask a Member of Parliament to refer the complaint to the Parliamentary Ombudsman for consideration.

A complaint form which gives all the information you would need can be found at www.ombudsman.org.uk or can be requested by calling **0345 015 403**.