

**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](http://www.ppo.gov.uk) at:

Prison and Probation Ombudsman

PO Box 70769

London

SE1P 4XY

within one month of your appeal decision if you have:

- been under the supervision of either the National Probation Service or a Community Rehabilitation Company.
- 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](http://www.ombudsman.org.uk) or can be requested by calling **0345 015 4033**.



Operated by Working Links

## Making a Complaint

**The Dorset, Devon and Cornwall Community Rehabilitation Company Limited**  
**Registered Office: Queenway House, The Hedges, St Georges, Weston-super-Mare,**  
**BS22 7BB**  
**Registered in England and Wales, Company No. 08802539, VAT No. 185 1812 01**

### **Getting it right is important to us**

Community Rehabilitation Companies (CRCs) 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, contractors, agents or volunteers working on behalf of Dorset, Devon and Cornwall 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**

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 staff.

### **Pen to paper**

You can make a formal complaint in writing. You should sign it and send it to:

Dorset, Devon and Cornwall 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 Head of Corporate Services will explain how your complaint will be handled. He or she will give the date when you can expect the outcome.

If your complaint is about an issue involving the Probation Director you should address your letter to the Director of Probation in England via:

Roger Davis

Directorate of Probation

Email: Roger.Davis2@noms.gsi.gov.uk

Tel: 0300 047 6292

### **If you are not satisfied:**

You can appeal within 20 working days of receiving the outcome. Write to the Probation. 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.