

An **advocate** is someone who can help you to make, progress and resolve a complaint. They can talk to staff about your complaint on your behalf.

Here's how to allow an advocate to act for you.

1 First steps

1. Choose your advocate. This could be a whānau member, a close friend or someone in your community. The advocate should be someone you trust.
2. Fill out an **Authority for a Complaint Advocate form**.

Three ways to get a form:

- Ask staff
- Download it from our website: www.corrections.govt.nz
- Ask a friend to send you a copy (if you are in prison)

On the form you can:

- Choose how long you want the advocate to act for you (up to 12 months).
- Specify the complaint(s) you want the advocate to act for you.
- Name other people who can receive your information.

3. Give the signed form to a staff member or send it to the Office of the Inspectorate.
Email: inspectorate@corrections.govt.nz Post: Private Box 1206, Wellington 6140.

2 Next steps

1. Staff will give you and your advocate a signed copy of your form as soon as possible.
2. Staff will give you copies of any correspondence to and from your advocate.
3. Your advocate can have information they request about complaints you specified.
4. We will double-check you approve release of any sensitive information the advocate requests.



Changing your mind

- **You can take away the advocate's approval at any time.**
- Tell staff or contact the Office of the Inspectorate as soon as possible.
- You can change the conditions of your approval or change your advocate by completing a new form.