How we manage issues

When a prisoner tells us about an issue during a conversation

See step 1

When a prisoner tells us about an issue through the kiosk

See step 1



Prisoner Complaints Procedure – Step 1

Try to resolve the issue with the prisoner yourself

Conversation

If the issue is about a general matter, but we cannot resolve it

See step 2

Prisoner Complaints Procedure – Step 2

Tell the prisoner how they can make a complaint

If the issue is not about a general matter

Refer issues about these matters to the right person:

- Health, psychology or rehabilitation programmes
- Sexual assault by another prisoner
- A staff member's behaviour or attitude

Do not record these issues in IOMS

Kiosk

If we resolve the issue, but the prisoner is not satisfied

The prisoner can turn the issue into a complaint

If the issue is about a general matter, but we cannot resolve it

Categorise the issue as a complaint in IOMS and allocate it to a PCO

See step 4

IOMS

Prisoner Complaints Procedure – Step 4

Record the prisoner's complaint

When the issue is not about a general matter

Refer issues about these matters to the right person within 24 hours:

- Health, psychology or rehabilitation programmes
- Sexual assault by another prisoner
- A staff member's behaviour or attitude

This will close the issue in the kisok