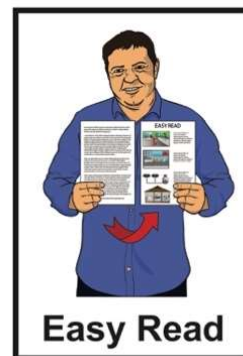




DEPARTMENT OF
CORRECTIONS
ARA POUTAMA AOTEAROA



How to make a complaint to Ara Poutama Aotearoa Department of Corrections



Published: December 2023

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What is Department of Corrections | Ara Poutama Aotearoa?



Department of Corrections | Ara Poutama Aotearoa is the part of the Government that looks after the **corrections system**.

The **corrections system** looks after:

- the running of prisons
- people who are in prison
- people who are on **community sentences / orders**.

Community sentences / orders are ways for people to stay in their homes / community while they learn from what they did wrong.

Who can complain to the Department of Corrections?



People who deal with Department of Corrections | Ara Poutama Aotearoa can make a **complaint** about things that have happened.



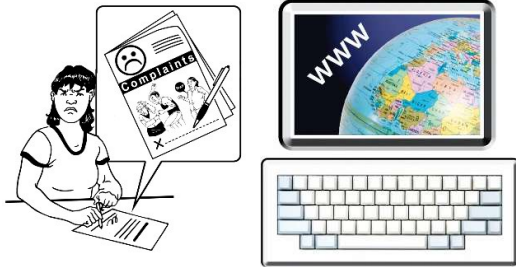
A **complaint** is when you tell someone that you do not like the way:

- something happened to you
- you were treated.



Someone who makes a complaint is also called a **complainant**.

Making a complaint to the Department of Corrections



You can make a complaint to
Department of Corrections | Ara
Poutama Aotearoa in 3 ways:

1. online
2. in writing
3. in person.



We try to solve complaints:

- quickly
- easily.



Where to get support



You can get support with your complaint from your local:

- Community Law Centre
- Citizens Advice Bureau.



You can find out more information at the **websites** below:

- Community Law

www.communitylaw.org.nz/our-law-centres



- Citizens Advice Bureau



www.cab.org.nz/find-a-cab/cab-locations



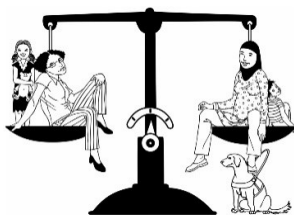
If you need to make a complaint in a language other than English you can get help from:

- our staff
- the Office of the Inspectorate.



OFFICE OF THE INSPECTORATE

Te Tari Tirohia



The **Office of the Inspectorate** is a part of the Department of Corrections but works on its own so it stays:

- fair
- honest.



The Office of the Inspectorate will do their best to help you.

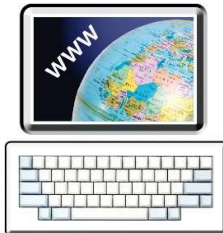


If the complaint is not in English it may take longer to get an answer.



If you find it hard to use the phone
the **New Zealand Relay** service is for
people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New
Zealand Relay service at:

www.nzrelay.co.nz



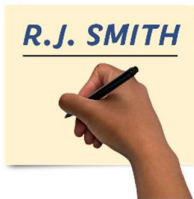
You can also have another person to
act for you as an **advocate**.



An **advocate** is somebody who can support you through the complaint process.

An advocate could be:

- a whānau / family member
- a friend
- someone you trust.



If you want someone to be your advocate you will need to give their name and contact details when you make a complaint.

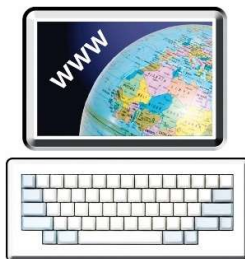


Staff will assist you to fill out a form to approve them to be your advocate.

How to make a complaint

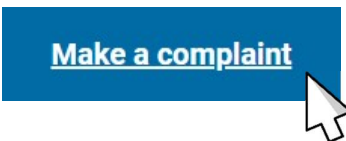


You can use a form on the Corrections website to make a complaint.



You can get to the form at this **website address:**

bit.ly/3GjXjnl



On the website you need to click the button that says **Make a complaint.**



If you cannot use the online form you can get in touch with the Office of the Inspectorate by:

- phone
- sending a written complaint by post.

Taking your complaint further



If you feel your complaint has not been solved after following the steps so far you can raise it at a higher level.



You can take your complaint further by contacting one of these agencies:

OFFICE OF THE INSPECTORATE
Te Tari Tirohia

Ombudsman
Tuia kia ōrite • Fairness for all

HDC
HEALTH & DISABILITY COMMISSIONER
TE TOIHAU HAUORA, HAUĀTANGA

 **Privacy Commissioner**
Te Mana Mātāpono Matatapu

 **Te Kāhui Tika Tangata**
Human Rights Commission

1. **The Office of the Inspectorate**
2. **Office of the Ombudsman**
3. **Health and Disability Commissioner**
4. **Privacy Commissioner**
5. **Human Rights Commission.**

1. The Office of the Inspectorate

If you are not happy with the response to your complaint you can ask the Office of the Inspectorate to look at it.



You can contact the Office of the Inspectorate by:

- **phone** on:

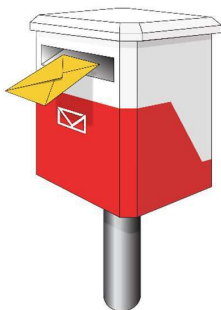
0800 225 697

- **email** to:

inspectorate@corrections.govt.nz

- by posting a letter to:

**Office of the Inspectorate
Private Box 1206
Wellington 6140**





The staff at the Office of the
Inspectorate will send the complaint
to the right person.



Tuia kia ōrite • Fairness for all

2. Office of the Ombudsman

Contact the Office of the Ombudsman
if your complaint is about:



- how Corrections is treating someone
- official information.



You can call by **phone**:

0800 802 602

or



go to this **website**:

bit.ly/3MUOjco

3. Health and Disability Commissioner

Contact the Health and Disability
Commissioner if your complaint is
about:



- the health care of a person
- the disability support needs of a person.



You can call by **phone**:

0800 11 22 33

or

go to this **website**:

www.hdc.org.nz



4. Privacy Commissioner

Contact the Privacy Commissioner if your complaint is about:



- privacy
- personal information.

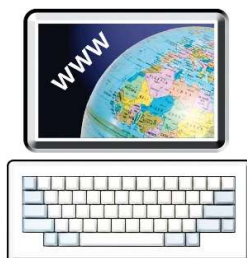


You can call by **phone**:

0800 803 909

or

go to this **website**:



www.privacy.org.nz

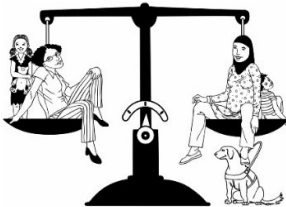
5. Human Rights Commission



Contact the Human Rights Commission if your complaint is about:



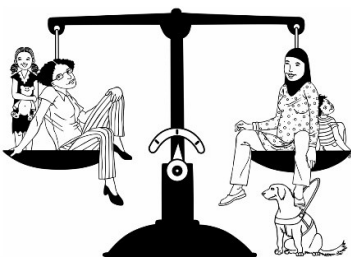
- **discrimination**
- **hateful speech**
- **human rights.**



Discrimination is when people are treated unfairly because of things like:

- their race
- how old they are
- if they are a man / woman / someone of another gender
- if they are disabled.





Hateful speech is when people say things in a way that stirs up hate against a group of people.

They might say things that are:

- very hurtful
- abusive
- threatening.

Human rights are rights to make sure everyone:

- is treated fairly
- has what they need to live a good life



You can call the Human Rights Commission by **phone**:

0800 496 877

or



go to this **website**:

www.tikatangata.org.nz



You can also contact these agencies at any time for assistance.



This information has been written by
Department of Corrections | Ara
Poutama Aotearoa.



It has been translated into Easy Read
by the Make it Easy Kia Māmā Mai
service of People First New Zealand
Ngā Tāngata Tuatahi.



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