IOMS PC.01 Prisoner Complaint Forms Categories and Sub-categories

Category	Subcategory
Communications	Allegations Of Unlawful Disclosure
	Access To Telephones
	Monitoring Of Communications By Staff
	Other
	Access To Writing Material
	Communications With Officials Outside Of Prison
	Mail
Food Services	Standard Of Meals
	Quantity Of Rations
	Other
	Cultural Meals
	Alternative Meals
Health Services	Other
	Medication
	Medical Costs
	Access To Outside Medical Services
	Obtaining/Disclosing Health Information
	Health Service Delivery
Misconduct	Other
	Time Taken To Process
Other	Board Hearing Issues
	Other
Personal and Official Visitors	Access To Legal Advisers
	Visiting Facilities In General
	Visiting Hours
	Other
	Security Booth Visits
	Treatment Of Personal Visitors
	Decision Review
Prison Conditions	Hours Of Unlock
	Sanitation & Hygiene
	Other
	Cell Standards
	Building Conditions
Prison Work and Pay	Other
	Prison Pay Rates
	Availability Of Work
	Work Placement
Prisoner Management	Searching
	Other
	Drug Testing
	Idus
	Telephone Abuse Prohibition
	Segregation
	Prison Rules
	Use Of Force

Category	Subcategory
Prisoner Property	Prohibited Or Restricted Items
	Use Of Property In Prison
	Claims For Lost Property
	Hobby Material
	Other
Prisoner Requests	Issues With Request For Interview
	Non Access To Personal Or Official Information
	Issues With Request For Information
	Refusal To Correct / Amend Information
	Other
Prisoner Welfare	Canteen Purchases
	Personal Safety
	Other
	Access To Support Representatives (E.G. Pars)
Recreation, Exercise and Sport	Lack Of Facilities
	Lack Of Equipment
	Insufficient Time To Use Facilities
	Other
	Tv, Videos & Films
Security Classification	Other
	Requests Reconsideration Of Prison Management Decision
Sentence Management	Nzpb Issues
	Access To Specialist Services
	Individual Sentence Management Plans
	Access To Programmes
	Sentence Calculation/Release Dates
	Other
Staff Conduct and Attitude	Allegation Of Intimidation By Staff
	General Attitude Of Staff Towards Prisoners
	Allegations Of Staff Negligence
	Other
	Allegations Of Assault By Staff
	Complaints Forms Not Dealt With
Temporary Release and Temporary Removal	Other
	Cost
	Decisions Of Prison Management
Transfers and Movements	Internal Movement
	External Transfer
	Other