

PC.01 Complaints, by location and category (as of 2 October 2023)

Prison Name	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18
Arohata Prison	53	311	581	506	474	163	266
Auckland Region Women's Corrections Facility	747	1550	661	1089	819	761	858
Auckland South Corrections Facility	325	1446	1246	2178	2227	1979	1696
Auckland Prison	785	2190	1552	1763	1284	1349	1273
Christchurch Prison	404	1396	1212	1189	1224	1054	840
Christchurch Women's Prison	262	1030	508	440	505	409	391
Hawke's Bay Regional Prison	464	1186	587	486	671	661	816
Invercargill Prison	175	383	126	121	96	157	116
Manawatu Prison	103	424	154	180	161	170	292
Mt Eden Corrections Facility	894	1688	856	920	567	471	499
Northland Region Corrections Facility	281	957	620	274	308	649	451
Otago Corrections Facility	480	1643	931	1124	775	581	565
Rimutaka Prison	453	1361	536	606	1032	865	793
Rolleston Prison	453	1108	255	177	100	55	55
Spring Hill Corrections Facility	341	1772	1169	1269	1096	1094	878
Tongariro Prison	106	443	250	156	207	280	93
Unknown	1	4	3	2	4	2	3
Waikeria Prison	239	526	368	472	727	515	577
Whanganui Prison	180	489	285	337	290	265	292
Grand Total	6746	19907	11900	13289	12567	11480	10754

Category	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18
Communications	425	1585	896	1005	977	800	674
Food Services	233	573	546	451	430	373	332
Health Services	603	1760	1166	1516	1636	1357	1265
Misconduct	49	96	115	118	146	184	218
Other	1183	2741	1548	1810	1682	1560	1565
Personal And Official Visitors	117	444	217	196	260	200	224
Prison Conditions	216	973	631	614	511	588	423
Prison Work And Pay	196	528	254	247	236	258	228
Prisoner Management	132	570	620	535	466	419	354
Prisoner Property	1275	4147	1979	2270	2351	2226	1950
Prisoner Requests	1056	2381	766	914	760	707	739
Prisoner Welfare	209	779	592	777	649	481	436
Recreation, Exercise And Sport	44	181	126	142	100	101	71
Security Classification	147	572	419	495	410	462	488
Sentence Management	265	756	269	295	299	312	353
Staff Conduct And Attitude	291	968	1260	1381	1248	968	952
Temporary Release And Temporary Removal	12	27	22	19	29	18	22
Transfers & Movements	293	826	474	504	377	466	460
Grand Total	6746	19907	11900	13289	12567	11480	10754