

The Complaints Process in prisons

This infosheet tells you the steps to follow and what to expect when you make a complaint.

STEP ONE:

- Talk to a corrections officer, your case manager, a health, psychology or programme staff member. They might be able to help solve it.
- A corrections officer will be able to help you with requests for information and interviews. You do not need to follow the complaints process for those.

STEP TWO:

- If you still want to make a complaint fill out a PC.01 form or use the kiosk to make a complaint. For health, psychology, or programme complaints, fill out the separate complaint form.
- Let a staff member know if you would like help filling in the form or help with the complaint in the kiosk.
- Once you have filled out the PC.01 Form, give it to a corrections officer. They will take a copy, fill in the bottom of the form and give it back to you within 24 hours.
- You will also get a notification in the kiosk that your complaint has been put into the system.
- If you are filling out a health complaint form, give it to a health or psychology staff member. You can also place health complaints in the 'Health Request Form Box'.
- Protect your privacy: for health or psychology complaints DO NOT write personal medical or health information on the form.

STEP THREE:

- You will receive a response as soon as possible. An update will be provided within 10 working days of acknowledgement.
- You may be asked to attend an interview with the principal corrections officer or another staff member during this time.
- If your complaint needs to go to someone outside of the prison this may take longer than 10 working days.

IF YOU ARE NOT SATISFIED WITH THE OUTCOME OF YOUR COMPLAINT, SEE PROCESS ON NEXT PAGE.



The Complaints Process in prisons

This infosheet tells you the steps to follow and what to expect when you make a complaint.

IF YOU ARE NOT SATISFIED WITH THE OUTCOME OF YOUR COMPLAINT:

Discuss your concerns with a corrections officer or other staff member.

If you are still not happy with the outcome you can contact The Office of The Inspectorate:

Call 0800 225 697 (Access Code 21)

or write to The Inspector, Private Bag 1206, Wellington 6140
THE OFFICE OF THE INSPECTORATE

Important: If you have not completed a PC.01 or Health or Psychology Complaint, and received an outcome, the Inspector may not be able to help you with your complaint.

If you are still not satisfied, you can contact the Office of the Ombudsman, Human Rights Commissioner, Privacy Commissioner, Health & Disability Commissioner or the Nationwide Health & Disability Advocacy Service.

MORE INFORMATION

If you have any questions about the information in this booklet or the complaints process please talk to a corrections officer, a health or psychology staff member, or your case manager.

OTHER EXTERNAL AGENCIES

Office of the Ombudsman	0800 662 837 (Access Code 22)
Human Rights Commission	0800 469 877 (Access Code 27)
Nationwide Health & Disability Advocacy Service	0800 555 050 (Access Code 23)
Health & Disability Commissioner	0800 11 22 33 (Access Code 24)
Office of the Privacy Commissioner	0800 803 909 (Access Code 25)
The Commissioner for Children	0800 224 453 (Access Code 58)