

Making a complaint to the Department of Corrections

If you have a complaint about Ara Poutama Aotearoa, the Department of Corrections, you can raise this concern a number of ways. Complaints can be made by people in prison, people on community sentences or orders, family and whānau, advocates, and other members of the public.

Complaints should generally be resolved at the lowest level. Complaints are usually investigated by departmental staff from a prison or Community Corrections site. If you are not satisfied with their response, you can ask for the complaint to be reviewed by the Office of the Inspectorate.

How to get support

You can get support to make or progress a complaint from your local Community Law Centre or Citizens Advice Bureau. You can also approve another person to act for you as an advocate. If you want someone to be your advocate, please include their details when you make a complaint. Staff will then assist you to fill out a form to approve them.

How to make a complaint

If you can read and write in English, you can make a complaint through the online form on the Department of Corrections' website. Search for the 'Complaint Resolution' page and click the 'Make a Complaint' button. Here is the link: www.corrections.govt.nz/about_us/getting_in_touch/complaint_resolution

If you cannot use the online form, send your complaint to the Office of the Inspectorate. Staff there will refer the complaint to the appropriate person to investigate. If you do not want the complaint sent to any specific person or group, please include these details in your complaint.

You can contact the Office of the Inspectorate by:

- **Phone:** 0800 225 697 and leave a voicemail
- **Email:** inspectorate@corrections.govt.nz
- **Mail:** Office of the Inspectorate, Private Box 1206, Wellington 6140

If you make your complaint in a language other than English, departmental staff and the Office of the Inspectorate will do their best to assist you. It may take them longer than usual to prepare a response.

How to escalate your complaint

If you believe your complaint has not been resolved by departmental staff or the Office of the Inspectorate, you can escalate it to an external agency. You can also contact these agencies at any time for assistance.

- Complaints about a person's management by Corrections, or about official information, can be made to the [Office of the Ombudsman](#) on 0800 802 602
- Complaints about privacy or personal information can be made to the [Privacy Commissioner](#) on 0800 803 909
- Complaints about a person's health care or disability support can be made to the [Health and Disability Commissioner](#) on 0800 11 22 33
- Complaints about discrimination, hateful speech, or human rights can be made to the [Human Rights Commission](#) on 0800 496 877