The Prison Complaints Process

1

If you have an issue, talk to a ***custodial, health or psychology staff member*** *first.*

2

If your issue has not been sorted out, use the kiosk or fill out a ***PC.01 form*** *or a* ***health complaint form****.*

3

You should receive a response within ***10 working days****.*

If you need assistance with your complaint:

You can request assistance from an Inspector or the Office of the Ombudsmen when making a complaint in prison. You can also talk to a lawyer, another support person, or independent groups such as the Citizens Advice Bureau or your local Community Law Centre.

If you are not satisfied with the outcome of your complaint:

Contact the **Office of the Inspectorate (Phone 0800 225 697 Access code 21)** or write to Private Bag 1206, Wellington 6140. If you are still not satisfied, you can contact the **Office of the Ombudsman 0800 662 837 Access code 22**, the **Health & Disability Commissioner 0800 11 22 33 Access code 24**, the **Privacy Commissioner 0800 774 892 Access code 25** or the **Nationwide Health & Disability Advocacy Service 0800 555 050 Access code 23**.

For more information, see the **complaints process information on the kiosk**.

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DEPARTMENT OF CORRECTIONS