Category A: Category A complaints are complaints alleging assault or use of excessive force against a prisoner, or ill treatment, racial abuse, discrimination, intimidation, threats or any other conduct against a prisoner of a nature and gravity likely to bring discredit on the Irish Prison Service. All Category A complaints will be managed under Rule 57 B, Prison Rules.

Category B: Category B Complaints are complaints of a serious nature, but not falling within any other category of complaint. Examples of Category B complaints could include verbal abuse of prisoners by staff, inappropriate searches or any other conduct against a prisoner of a nature likely to bring discredit on the IPS. Category B complaints will be investigated by a Chief Officer with recourse to appeal to the Governor.

Category C: Category C complaints are basic service level complaints (complaints about visits, phone calls, reception issues, missing clothes, not getting post on time, not getting appropriate exercise, etc.)

Category D: Category D complaints relate to complaints against professionals such as dentists, doctors etc.

Category E: Category E Complaints are complaints made by visitors to the prison.

Category F: Category F complaints are complaints against decisions made by IPS Headquarters in relation to the granting of temporary release and prison transfers.