



# Complaints Categories



**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.