



Complaints Procedures



If you wish to make a written complaint on any matter, you should do so without delay. Please fill out one of the **Complaint Forms** and put it in one of the **Complaint Boxes** located throughout the prison.

You will get back a photocopy of your complaint form once it is recorded.

Details of all complaints process can be found in the prisoner information booklet. You can request more information on the complaints system from the Governor.

If English is not your first language, the Governor will get someone to help you translate and complete the form. You will be kept informed about the investigation into your complaint.

If you have a serious complaint in relation to an assault, use of excessive force, ill treatment, racial abuse, discrimination, intimidation or threats, it will be investigated as a Category A Complaint by an **External Independent Investigation Team**.

