



## IRISH PRISON SERVICE GENERAL COMPLAINTS POLICY

The Irish Prison Service views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

### Our Commitment to you

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- Make sure all complaints are investigated fairly, promptly and in confidence;
- Handle all complaint information sensitively, telling only those who need to know; following any relevant data protection requirements;
- Gather information which helps us to improve what we do;
- Learn from complaints and use them to review and improve our service.

### What is a Complaint

A complaint is any expression of dissatisfaction about any aspect of the service we provide. It can include:

- When we do not deliver a satisfactory service;
- When we give you the wrong information;
- When you have a problem with a member of staff.

Please note that the Irish Prison Service is unable to interfere with any matter which has been or is the subject of an ongoing investigation or court proceedings.

In less serious complaints we will attempt to resolve the issue in what we believe is the best way to deal with complaints as soon as possible and in the easiest and most direct way.

### How to make a complaint

Email: [info@irishprisons.ie](mailto:info@irishprisons.ie)

By Post: Corporate Services, Irish Prison Service, IDA Business Park, Ballinalee Rd., Longford, N39 A308

### Response Times

Your complaint will be acknowledged by the person handling the complaint within 10 working days.

A reply will normally be sent to you within 20 working days. If there is a delay in responding we will keep you informed of our progress.

### Review

If you are unhappy with the response, you may ask for a review by a more senior person in the Irish Prison Service by emailing or writing to:



Email: [info@irishprisons.ie](mailto:info@irishprisons.ie)

By Post: Corporate Services, Irish Prison Service, IDA Business Park, Ballinalee Rd., Longford, N39 A308

Response time will normally be within 20 working days.

If this is not possible, because for example an investigation has not been fully completed, a progress report will be sent with an indication as to when a full reply will be given.

### **Role of the Ombudsman**

If you are unhappy with the handling to your complaint under this general complaints policy and believe that you have been unfairly treated, you may contact the Ombudsman as follows:

Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773.

Telephone: +353 1 639 5600

LoCall: 1890 22 30 30 (charges may vary)

Email: [info@ombudsman.ie](mailto:info@ombudsman.ie)

Website: [www.ombudsman.ie](http://www.ombudsman.ie)

## **OTHER COMPLAINTS**

The Irish Prison Service deals with specific complaints in different ways.

Examples of types of complaints are:

### **Prisoner Complaints**

Complaints from prisoners are handled under a separate and specific Policy and Procedure which can be accessed [here](#).

### **Financial Irregularities**

Complaints relating to alleged financial irregularities will be dealt with on a case by case basis and may be referred to the Internal Audit Unit of the Department of Finance.

### **Protected Disclosures**

Any complaint that comes in as a protected disclosure will be handled in line with the Protected Disclosures Act 2014 and under our Protected Disclosures Policy which you can access [here](#).

### **Anonymous Complaints**

All anonymous complaints will be recorded and brought to the attention of the relevant directorate for a decision as to whether quality improvements are required on the basis of the complaint.