

Getting it RIGHT is important to us

The National Probation Service (NPS) works to high standards and we hope this is reflected in how we work with you.

That sounds fine – but what if I do have a complaint?

To be considered, your complaint has to be about an action or a decision taken by:

- probation staff,
- the Nottinghamshire Probation Board, a Board member,
- a contractor, agent or volunteer working for the probation service.

You can also complain about a failure to take an action or decision by any of these people.

We will consider your complaint if:

- You are or have been under supervision of the National Probation Service.
- You have been or are about to be the subject of a report for use by a court.
- You have suffered physical injury, distress, theft or damage to property as a result of an offender carrying out activities under probation supervision as part of a community order or a prison licence.
- You are a victim of a person convicted of an offence who is under the supervision of the National Probation Service.
- You are a parent, spouse or live-in partner, brother, sister or child of a person, in the above categories, who has died.

We can't look into something that is already being investigated by the Police or subject to a decision of the courts, statutory tribunal, Parole Board, Crown Prosecution Service or the Criminal Cases Review Commission.

Your complaint won't normally be considered if it is about something that happened more than 12 months ago, or that you could have known about a year ago.

It is best to talk

You can make an informal complaint face-to-face or over the telephone with the person involved.

If this is difficult, ask to discuss it with a more senior member of staff.

You can also write to the person involved or a more senior member of staff.

Pen to paper

You can make a formal complaint in writing. You should sign it and send it to:

Chief Officer
Nottinghamshire Probation Area HQ
Marina Road
Castle Marina
Nottingham
NG7 1TP

- Within five working days of receiving your letter the Chief Officer will write to explain how your complaint will be handled. The Chief Officer will give the date when you can expect the outcome.

If your complaint is about an issue involving the Chief Officer, you should address your letter to the Secretary of the Probation Board.

If you are not satisfied with the outcome

- You can appeal within 15 working days of receiving the outcome.
- Write to the Secretary of the Probation Board. Explain why you want to appeal.
- The Secretary will acknowledge your letter within five working days of receiving it.
- A panel, including at least one Board member, will look at your appeal. The panel may ask to meet you and the investigating officer.
- The outcome will be sent to you within 20 working days of the receipt of the appeal. The panel will let you know if they need longer to make a decision.

If you are an offender who has taken these steps and is still not satisfied with the decision . . .

The Prisons and Probation Ombudsman can review your complaint if you have:

- Been under the supervision of the National Probation Service.
- Been housed in probation accommodation.
- Had a report prepared about you for use by a court.

To contact the Ombudsman write to:

Prison and Probation Ombudsman
Ashley House
2 Monck Street
London
SW1P 2BQ

This leaflet is available in other languages on our website at www.nottinghamshire-probation.co.uk

If you are a victim who has taken these steps and is still not satisfied with the decision . . .

The Parliamentary Ombudsman can consider your complaint if you are:

- A victim who is receiving services from the NPS under the Victim Contact Scheme.
- A family member of a victim who has died and you are receiving services under the NPS Victim Contact Scheme.

You may refer your issue through a Member of Parliament to the Parliamentary Ombudsman for consideration. Information about taking a complaint to the Parliamentary Ombudsman can be found at:

www.ombudsman.org.uk

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NOTTINGHAMSHIRE

Making a COMPLAINT