



## If you are a victim who has taken these steps and is still unsatisfied 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](http://www.ombudsman.org.uk)

# Making a complaint

[www.probation.homeoffice.gov.uk](http://www.probation.homeoffice.gov.uk)

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**NOMS** National Offender  
Management Service  
Working together to reduce re-offending

# Making a complaint

## Getting it right is important to us

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

## That sounds fine - but what if I have a complaint?

To be considered, your complaint has to be about an action or a decision taken by probation staff, the local Probation Board, a Board member, a contractor, agent or volunteer working for the probation service. You can also complain about a failure to take action or make a decision by any of these people.

We will consider your complaint if:

- You are or have been under the 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 the actions 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 a 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

Face-to-face or over the telephone with the person involved can often be the solution.

If this is difficult, ask to discuss it with 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 the Probation Area's Chief Officer.

All the names and addresses are available from [www.probation.homeoffice.gov.uk](http://www.probation.homeoffice.gov.uk) under the Contact Us section (Local Probation Areas).

Within five working days of receiving your letter the Chief Officer will write to explain how your complaint will be handled. He or she 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 your local 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. They may ask to meet you and the investigating officer.

The outcome will be sent to you within 20 working days of 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 unsatisfied with the decision.....

You can write to the Prisons and Probation Ombudsman at Ashley House, 2 Monck Street, London SW1P 2BQ, within one month of your appeal decision 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.