

How your complaint will be dealt with...

We aim to resolve complaints at the earliest opportunity:

We operate the following process:

Informal Stage

It is always best to talk face to face or over the telephone to find an early solution. This may be with the person involved or another member of staff if you prefer.

If you have a concern or a complaint then please tell your probation practitioner or ask to see a more senior staff member such as the performance delivery manager.

Formal Stage

If your complaint remains unresolved, you can raise the problem and ask for your complaint to be treated more formally. The performance delivery manager can escalate your complaint to our complaints team or you may contact the team directly.

We will send you a letter acknowledging receipt of your complaint within 5 working days of receiving it. We will review and investigate your complaint fully and respond within 25 working days from the date that we acknowledged your complaint.

Appeal Stage

If you still remain dissatisfied please contact the complaints team within 20 working days in writing or by email. We will send you a letter acknowledging receipt of your appeal within 5 working days of receiving it. A Regional Manager or Deputy Head will review your complaint independently with a panel of at least 2 other people. The outcome will be sent to you within 20 working days of receipt of the appeal.

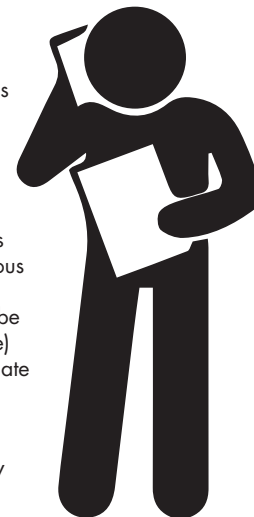
If you are still unhappy, you can appeal in writing to the Prison and Probation Ombudsman at:

PO Box 70769,
London,
SE1P 4XY.

Please be aware if your complaint has already been investigated we will be unable to investigate the case again.

We will always fully investigate complaints, however, if a complaint is received that is repeated or a vexatious complaint (no reasonable grounds, purpose of the complaint appears to be to cause inconvenience or annoyance) this will be dealt with by the appropriate manager.

If we have to change any of the timescales stated we will let you know and explain why.



Making a Complaint... or Paying us a Compliment



Information on how
to submit feedback
and complaints

Making a complaint... or paying us a compliment?

About us

The Reducing Reoffending Partnership welcomes feedback and complaints from the people using our services. We take all comments seriously and value them as a way of improving our services.

We work to high standards and we hope our approach is evident in how we work with you. We are always trying to get better at what we do. Receiving your feedback is important in helping us to improve.

The name of the Reducing Reoffending Partnership is featured in the leaflet because the partnership owns and manages the work of the DLNR and SWM CRCs.

Information available in other formats

This leaflet is available in other languages. Please ask if you would like it in an alternative format.

If you have a compliment or general feedback

Getting in touch with us does not have to be about complaining. Let us know if you have suggestions or want to thank someone as well. You can contact us in the ways described in this leaflet, or you can inform a member of staff who will let the central team know.

To be considered, your complaint has to be about an action or a decision taken by probation staff, the Reducing Reoffending Partnership Board, a contractor, agent or volunteer working for the Reducing Reoffending Partnership. Complaints will usually only be considered if raised within year of the event which is the subject of the complaint.

Who can complain, compliment or provide feedback?

You can contact us if you are a:

- victim of crime or a victim family member
- service user
- member of the public.

Someone can complain on your behalf, but we must know that they have your permission to do so and a 3rd party consent form would need to be completed.

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



How to complain, compliment or provide feedback:

You can write to:

Complaints and Feedback Team,
Reducing Reoffending Partnership,
Centre City, Customer Services Centre,
7 Hill Street, Birmingham, B5 4UA.

or contact Tel: 0800 200 6565
(Mon-Thu 8:30am-6pm, Fri 8:30am-5pm)

Email: complaints@rrpgov.uk
feedback@rrpgov.uk

or complete a Complaint or Feedback Form, which is available from your local probation office, or download a form from

<http://dlnrcrc.co.uk/how-to-make-a-complaint/>
or <https://www.swmcrcc.co.uk/contact-us/>

