



HM Prison &
Probation Service

National
Probation
Service



COMPLAINT FORM

Please completed the form below and send back to:

**Complaints – Head of LDU
National Probation Service (NPS)
Headquarters
St Clements House
Alencon Link
Basingstoke RG21 7SB**

The information you provide on this form will only be used in order to investigate and respond to your complaint in accordance with the Data Protection Act 1998. The information will not be passed onto third parties without your consent.

Please enter some details about yourself

First Name Last Name

Prison Number (if applicable)

Address.....

..... Post Code

Contact Telephone Number

Gender: Male
 Female

Age: under 20
 20 to 40
 40 to 60
 over 60

Do you have a disability? Yes No

How would you describe your ethnic group?



Have you previously raised a complaint on this same issue?

Yes No

(Please note that a complaint will not be reinvestigated if it has already been through stage 1 and stage 2 of the complaints process)

Details of the complaint *(please use a separate sheet if necessary)*

Please split the details of your complaint into the following four areas:

Please select the category that best describes your complaint:

- Level/quality of service
- Attitude of staff/rudeness
- Poor communication
- Response time
- Health & Safety
- Equality issues

1) What is the nature of your complaint?

Please enter details of the complaint

2) Who has been affected by the issue?

Please give details of any effect this may have had

3) Please tell us how you think we could put things right.

Provide suggestions on how we may either avoid this in the future or rectify the current issue

4) Why have you been dissatisfied with how your complaint has been dealt with so far?

Please give details why you think the complaint has not been resolved

Thank you for completing a complaint form. We welcome your feedback to help us to improve our service in the future.

What will happen next?

Your complaint will be sent to the appropriate manager to deal with. You will receive a response from that manager within 25 working days from the date your form is received.