

This is normally within 25 working days of acknowledgement of the complaint. We will write to you if we need more time and let you know the reasons for any delay.

WHAT HAPPENS IF I'M NOT SATISFIED WITH THE OUTCOME?

You can appeal within 15 working days of receiving the outcome. Write to the Secretary of the Board at the above address explaining why you are not satisfied. 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 appeal is not a re-hearing. The panel will only ensure that procedures have been followed correctly and that your complaint has been dealt with in a fair and reasonable manner. 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.

WHAT DO I DO IF I'M STILL NOT SATISFIED?

You can complain to the Prison and Probation Ombudsman. For a leaflet explaining how to do this contact :

Prison and Probation Ombudsman.
Ashley House,
2, Monck Street,
London
SW1P 2BQ,
Tel: 020 7035 2976

Please ask if you would like this leaflet in another language or format.

আপনার যদি এই লিফলেটটি বাংলায় প্রয়োজন হয় তাহলে দয়া করে নিম্নলিখিত ঠিকানায় যোগাযোগ করুন।
BANGLADESHI

閣下如需要這傳單的中文版，請聯絡下列地址：
CHINESE

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਅੱਗੇ ਲਿਖੇ ਪਤੇ ਤੇ ਸੰਪਰਕ ਕਰੋ:
PUNJABI

Hadii aad buug yarahan u baahan tahay iyadoo af Soomaali ah fadlan la xariir cinwaanka hoostan ku qoran
SOMALI

اگر آپ کو یہ لیفلٹ اردو میں چاہئے تو براہ مہربانی ذیل کے پتے پر رابطہ کریں
URDU

National Probation Service, Greater Manchester
6th Floor, Oakland House, Talbot Road,
Old Trafford, Manchester, M16 0PQ

Tel: 0161 872 4802 Fax: 0161 872 3483

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

January 2007



How To Make A Complaint

Public Information Leaflet

Greater Manchester Probation Area welcomes comments and complaints from the people using our services.

We take all comments seriously and value them as a way of helping us improve services.

All complaints are thoroughly and fairly investigated. We want to provide high quality services and we are sorry if you are not completely satisfied with the service you received. We hope we will be able to put things right.

This leaflet explains how to make a complaint.

WHO CAN COMPLAIN?

A complaint can be made by anyone who is affected by the actions or decisions of Greater Manchester Probation Area or our failure to act.

We can consider your complaint if:

- ◆ You are or have been under supervision or living in probation accommodation
- ◆ You are or have been the subject of a court report prepared by Greater Manchester Probation Area

- ◆ You have suffered physical injury, distress, theft or damage as a result of an offender carrying out activities under our supervision
- ◆ You are the victim of a person convicted of an offence under our supervision
- ◆ You are the parent, spouse or live-in partner, brother, sister or child of a person falling into the categories above where that person has died.

WHAT IS THE TIME LIMIT FOR MAKING A COMPLAINT?

You must make your complaint within one year of the events concerned or within one year of becoming aware that you have something to complain about

WHEN MIGHT A COMPLAINT NOT BE INVESTIGATED?

We cannot look into something that is already being investigated by the Police or subject to a decision of a court, tribunal, Parole Board or the Crown Prosecution Cases Review Commission. Neither can we investigate complaints if they relate to decisions made by another organisation unless we have contributed directly to that decision.

WHO DO I COMPLAIN TO?

You should make your complaint in the first instance to the specific service or office concerned. You can visit, ring or write. Initially, it is best to talk face to face or over the phone with the person involved. If this is difficult ask to speak to their line manager. We aim to resolve your concerns quickly and informally without the need for you to make a more formal complaint.

WHAT HAPPENS TO THE COMPLAINT?

You should receive a response from the line manager outlining the outcome of the discussions that have taken place and suggestions for putting things right.

If you are not satisfied you can make a formal complaint within 10 working days of receiving the response, to :

The Chief Officer
Greater Manchester Probation Area
6th Floor
Oakland House
Talbot Road
Manchester
M16 0PQ

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