

NEW COMPLAINTS PROCESS

Health care
complaint
speak with
Health Care
staff

Speak to a prison officer to see if they can sort the complaint out for you rather than making a formal complaint.

Prisoner Complaints Form 1 (PCF1)

Prisoner Complaints Form 2 (PCF2)

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PART 1 You can complain by speaking to a Residential First Line Manager (RFLM), or fill out **PART 1** of the PCF1 Form and hand it to your RFLM.

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Complaint about a Confidential matter fill in a **PCF2** and put in a sealed envelope marked 'PCF 2 Confidential' and give to a member of prison staff. This then goes to the Governor.

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PART 2 Within 48 hours, the RFLM can set up a meeting with you to discuss your complaint which may be sorted out at this stage. If not, a nominated officer will carry out an investigation. You will receive a written response **within 5 days**.

The Governor will investigate your complaint and give you a written response within **7 days**.

If you are unhappy with the response given by the RFLM then you can fill in **PART 3** of the **PCF 1** and pass to an officer, who will pass to the **Internal Complaints Committee (ICC)**.

14
Days

PART 4 The ICC will hold a hearing into your complaint. The ICC will make recommendations to the Governor

PART 5 The recommendations will go to the Governor who can agree with or change their decision; you will get a written response within 20 days of you appealing to the ICC

If it is not a confidential matter the Governor will return your complaint and you should speak with an officer or RFLM. If the matter is not sorted then you may fill out a PCF1.

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If you are dissatisfied with the response from the ICC or the Governor you can complain to the **Scottish Public Services Ombudsman (SPSO)**.

SPSO ☎ **FREEPHONE 0800 377 7330** ✉ **Freepost, EH641, Edinburgh, EH3 0BR**