

What if you have a complaint about the service?

If you are not happy with a decision or action we have taken, we want you to tell us. You have the right to complain and we will not hold it against you if you do.

If you have a complaint, please follow these steps.

- Talk to a member of staff and try to sort it out informally.
- If this doesn't resolve it, make a formal complaint and, if necessary, you can appeal.
- If you are still dissatisfied, ask the Prisons and Probation Ombudsman to carry out an independent investigation.
- For more information about how to complain ask for a leaflet at your probation office.



We will make sure you understand everything in this leaflet. Please keep it and ask for more information at any time.

I have had the contents of this leaflet explained to me.

.....
(Signature)



*This leaflet is available in other languages.
Please ask if you would like it in a different language.*

*Mae'r daflen hon ar gael mewn ieithoedd eraill.
Gofynnwch os hoffech ei chael mewn iaith arall.*

*Este folleto puede obtenerse en otros idiomas.
No dude en solicitarlo, si desea recibirlo en otro idioma.*

*تتوفر هذه الكراسية بلغات أخرى
الرجاء الاستفسار عن ذلك إن كنت تريد لها بلغة أخرى.*

*這資料單張有其他語文的版本。
若您有需要其他語文的版本，可以提出要求。*

यह पत्रक अन्य भाषाओं में उपलब्ध है।

अगर आप इसे अन्य भाषा में चाहते हैं तो कृपया इसके लिए पूछें।

ਇਹ ਪਰਚਾ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਮਿਲਦਾ ਹੈ।

ਕਿਰਪਾ ਕਰਕੇ ਮੰਗ ਲਉ ਜੇ ਤੁਸੀਂ ਇਸ ਨੂੰ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਹੁੰਦੇ ਹੋ।

National Probation Service
for England and Wales

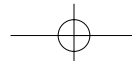
NPD/002/2002

YOU and the Probation Service



NATIONAL PROBATION SERVICE
for England and Wales

Enforcement, rehabilitation and public protection



This leaflet gives you general information about supervision. Your supervising officer will tell you more about your particular order.

OFFICE
TELEPHONE no.
SUPERVISING OFFICER

What you must do

- Stay out of trouble.
- Tell your supervisor immediately, if you change your address or phone number.
- Be on time for appointments you are given.



- Let staff visit you at home.
- Keep to any extra requirements ordered by the court.
- Keep to any extra requirements on your licence if you have been released from prison.
- Take part fully in anything else your supervising officer asks you to do. This may be taking part in a one-to-one or groupwork programme.

What you must not do

- You must not miss an appointment or be late.
- You must not turn up under the influence of drugs or alcohol.
- You must not upset or threaten other people.
- You must not make racist, sexist or other offensive remarks.



What happens if you don't keep your appointments

- If you miss your appointments, you may have to go back to court.
- You could be sentenced again for your offence.
- If you are on licence, you could be recalled to prison.
- If you have a good reason for not attending, you should tell us before your appointment.
- If you do not tell us, we will contact you or call at your home to find out why.
- You can be asked to show us proof of your reason for missing an appointment. We will decide if your reason is good enough.



What you have a right to expect

- You should expect to be seen regularly and on time.
- You should expect to have things explained in a way you understand.
- You should expect to have a say in some parts of your supervision plan.
- You should expect to be treated fairly and with respect. This includes allowing you to attend religious or other important events when you give us advance notice.

Your records

You can see the records we keep on you, except where there is good reason for you not to, for example if it would:

- Harm you or someone else;
- Stop the Police investigating or detecting a crime;
- Break an agreement with somebody else outside the probation service to keep information confidential, such as a psychiatrist or a victim of your crime.

