



## Getting it Right is Important to us

The National Probation Service works to high standards and we hope this is reflected in how we work with you.

## That sounds fine - but what if I do have a complaint?

To be considered, your complaint has to be about an action or a decision taken by probation staff, the local Probation Board, a board member, a contractor, agent or volunteer working for the probation service. You can also complain about a failure to take an action or decision by any of these people.

### We can consider your complaint if:

- You are or have been under supervision of the National Probation Service.
- You have been or are about to be the subject of a pre sentence report or a specific sentence report
- You have suffered physical injury, distress, theft or damage to property as a result of an offender carrying out activities under supervision on a prison licence or community order.
- You are a victim of a person convicted of an offence who is under supervision of the National Probation Service.

- You are parent, spouse or live-in partner, brother, sister or child of a person, in the above categories, who has died.
- You are none of the above e.g. you are a partner agency, beneficiary of Community Punishment, member of the public etc but you are dissatisfied with the way the Probation Service in Derbyshire has operated. This could for example include a failure to respond or follow procedures, policy, rules, undue delay in taking action, discourteous/unhelpful staff, discrimination/harassment or providing inaccurate or misleading information.

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

Your complaint won't normally be considered if it is about something that happened more than 12 months ago, or that you could have known about a year ago.

### It is best to talk

Face to face or over the telephone with the person involved.

If this is difficult, ask to discuss it with a more senior member of staff.

### Pen to Paper

You can make a formal complaint in writing.

You should sign it and send it to the Probation Trust's Chief Executive at:

Derbyshire Probation Trust  
18 Brunwood Road  
Matlock Bath  
Derbyshire  
DE4 3PA

Within five working days of receiving your letter the Chief Executive will write to explain how your complaint will be handled. They will give the date when you can expect the outcome.

If your complaint is about an issue involving the Chief Officer, you should address your letter to the Secretary of the Probation Board.

## If you are not satisfied with the outcome

You can appeal within 15 working days of receiving the outcome. Write to the Secretary of the Probation Trust Board at the above address. Explain why you want to appeal. 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. They 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.