



Making a Complaint

Participating
in a **positive**
future

Getting it right is important to us

We work to high standards and hope this is reflected in your experience with us.

That sounds fine – but what if I have a complaint?

Complaints can be made by any person including, but not limited to:

- Participants
- Victims of crime (or their family)
- Members of the public

To be considered, your complaint must be about an action or decision, or failure to act or decide, on the part of the employees of The Durham Tees Valley Community Rehabilitation Company Limited.

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.

It is best to talk

Face-to-face or over the telephone with the best person involved can often be the best solution. However, if this is difficult, please 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:

Chief Executive
Durham Tees Valley Community
Rehabilitation Company Limited
Wetherby House
Wetherby Close
Portrack Interchange Business Park
Stockton-on-Tees
TS18 2SL

Or someone can make a formal complaint on your behalf, if you give them permission in writing.

Within five working days of receiving your letter, the Chief Executive will explain how your complaint will be handled. He or she will give the date when you can expect the outcome.

If your complaint is about an issue involving the Chief Executive, you should address your letter to the Director of Probation in England at:

Clive House
7- Petty France
London
SW1H 9EX
Tel: 0300 047 6292

What if I am not satisfied?

You can appeal within 20 working days of receiving the outcome. To do so, write to the Chief Executive, explaining why you want to appeal. The Chief Executive will acknowledge your letter within five working days of receiving it.

A panel 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 receipt of the appeal.

The panel will let you know if they need longer to make a decision.

If we have been supervising you or preparing a report on you, and you have taken these steps and are still unsatisfied with the decision...

You can write to:

Prison and Probation Ombudsman
PO Box 70769,
London,
SE1P 4XY
www.ppo.gov.uk

within one month of your appeal decision if you have:

- been under the supervision of either the National Probation Service or a Community Rehabilitation Company;
- been housed in probation accommodation; or
- had a report prepared about you for use in court.

If you have taken these steps and are still dissatisfied with the decision...

The Parliamentary Ombudsman can consider your complaint. However, they will normally only take on a complaint after you have first tried to resolve the complaint and received a response.

If after your response from the probation service provider, you are still unhappy, you should ask a Member of Parliament to refer the complaint to the Parliamentary Ombudsman for consideration.

A complaint form which gives you all the information you would need can be found at **www.ombudsman.org.uk** or can be requested by calling **0345 015 4033**.

The Durham Tees Valley Community Rehabilitation Company Limited,
Wetherby House, Wetherby Close, Portrack Interchange Business Park,
Stockton-on-Tees, TS18 2SL

T 0808 168 4848 **W** www.dtvcrc.co.uk

