

Australian Capital Territory

# Corrections Management (Prisoners Requests, Complaints and Grievances) Procedure 2007\*

Notifiable instrument NI2007-464

made under the

***Corrections Management Act 2007*, section 14(1) (Corrections policies and operating procedures)**

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## **1 Name of instrument**

This instrument is the *Corrections Management (Prisoners Requests, Complaints and Grievances) Procedure 2007*.

## **2 Commencement**

This instrument commences on the day after it is notified.

## **3 Policies and operating procedures**

Under section 14 of the *Corrections Management Act 2007* (the Act), I make the

**PRISONER REQUESTS, COMPLAINTS AND GRIEVANCES  
PROCEDURE**

in Schedule 1 to this instrument, to facilitate the effective and efficient management of correctional services.

James Ryan  
Executive Director  
ACT Corrective Services  
17 December 2007

\*Name amended under Legislation Act, s 60



**Belconnen Remand Centre (BRC)  
Symonston Temporary Remand Centre (STRC)  
Court Transport Unit (CTU)  
Symonston Periodic Detention Centre (PDC)**



**PRISONER REQUESTS, COMPLAINTS AND GRIEVANCES PROCEDURE**

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**Purpose**

To provide an effective system by which prisoners can raise issues, complaints and grievances.

**Authority**

Legislation

*Corrections Management Act 2007*, section 14 and chapter 7

**Scope**

This procedure commences when a prisoner indicates that they wish to make a complaint, and ends when the prisoner is informed of the outcome of the complaint.

**Procedure**

Step	Action	Responsibility
1	Information received regarding a prisoner who wishes to make a complaint or raise an issue.	Corrections Officer
<a href="#">2</a>	Prisoner's Request Form completed.	Prisoner
<a href="#">3</a>	Attempts made to resolve the issue/complaint.	Corrections Officer
<a href="#">4</a>	Report made to the CO2 or higher rank as appropriate.	Corrections Officer
<a href="#">5</a>	Prisoner informed of the results of the complaint/investigation.	Corrections Officer
<a href="#">6</a>	Prisoner's response recorded (if required) and forwarded to a Custodial Officer of appropriate rank.	Corrections Officer

Step 2

Where prisoners require assistance to complete a Prisoner's Request Form, Corrections Officers should assist or refer to an appropriate Corrections Officer.

Where a prisoner has difficulty reading and / or writing, they may submit the complaint verbally, the Corrections Officer will document the complaint on a Prisoner's Request Form. The prisoner should then sign the form.

If a Corrections Officer receives a sealed envelope containing a complaint, they should endeavour to establish the nature of the complaint by talking to the prisoner. Where a complaint relates to one of the issues outlined in [Step 3](#), the complaint is to

be referred to the Superintendent without delay. All other complaints should, in the first instance, attempt to be addressed by the receiving Corrections Officer. If the prisoner refuses to discuss the issue, the Corrections Officer should forward the sealed envelope to the Deputy Superintendent with an accompanying Officer's Report stating the efforts of the Corrections Officer and the responses of the prisoner.

### Step 3

Complaints are initially to be addressed by the CO1 in the prisoner's accommodation area.

The only exception to this is complaints regarding the following issues:

- allegations of assault, including sexual assault or physical assault;
- use of force;
- use of instruments of restraint; or
- any complaint about any incident that is classified as critical or major.

Complaints of this nature may be raised directly with the Deputy Superintendent. Should a Corrections Officer of any rank below Deputy Superintendent become aware of a complaint of this nature, the matter is to be referred directly to the Deputy Superintendent.

Where resolution is not possible at the CO1 level, the CO1 will refer the complaint as soon as possible to the CO2. This process will continue to occur until such time as the complaint reaches a level at which it can be resolved.

### Step 4

Where the complaint requires action on the part of a Corrections Officer more senior than the person receiving the complaint, the receiving Corrections Officer must detail any actions already taken, any further information that has been supplied, and may indicate recommendations for action.

### Step 5

The aim will be to complete inquiries within 10 working days from receipt. Where this is not possible, an interim response will be given to the prisoner in writing. This response must include the expected date that the investigation is expected to be finalised.

Complaints that have been referred to the Deputy Superintendent should be acknowledged in writing and sent to the prisoner within 72 hours.

### Step 6

It may be necessary to inform the Corrections Officer making the decision of the prisoner's response.

## **Forms/Templates**

Prisoner Request Form

Officer's Report Form

## **Related policies and procedures**

Prisoner Requests, Complaints, and Grievances Policy