



# Tell us what you think

## Compliments and complaints

### Getting it right is important to us

London Community Rehabilitation Company (CRC) is committed to high standards and we hope this is your experience of working with us.

If you want to thank someone from the CRC who has worked with you, please write to them at their office or send them an email.

### But what if I have a complaint?

Complaints must be about an action or a decision taken by London CRC.

You can also complain about a failure to take action.

We will consider your complaint if:

- You are, or have been, under London CRC's supervision.
- You have suffered physical injury, distress, theft or damage to property as a result of the actions of one of our service users.

- You are a victim of one of our service users.
- You are a parent, spouse or a live-in partner, brother, sister or child of a person, in the above categories, who has died.

We will also consider complaints from members of staff in the NPS or other probation provider organisations.

We cannot look into something that is already being investigated by the Police or is 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's best to talk**

We aim to resolve complaints informally at a local level whenever possible.

To avoid the trouble of making a formal written complaint, a face-to-face meeting or telephone conversation with the person involved can often be the solution. If this is difficult, please ask to speak to a more senior member of London CRC's staff.

## **Written complaints**

If you are unable to resolve your complaint with your local office, you can make a formal complaint in writing within one year of the events concerned.

Send your signed formal complaint to:

Complaints Unit  
Quality and Performance Team  
MTCnovo  
199 Arlington Road  
Camden  
London  
NW1 7HA  
020 7708 8115  
Email: [crc.complaints@londoncrc.org.uk](mailto:crc.complaints@londoncrc.org.uk)

Within five working days of receiving your complaint, we will email, write to you, or call you to explain how your complaint will be handled and when you should expect a written outcome.

We aim to send a response to your formal complaint within 25 working days.

Someone else can make a complaint on your behalf, but you must give your written permission for them to do this and to disclose confidential information about you.

## **Not satisfied with the outcome?**

You can appeal, within 20 working days of receiving the outcome, by writing to London CRC's Complaints Manager (see address above) and explaining why you want to appeal. Your letter will be acknowledged within five working days of us receiving it.

A panel, which will include a London CRC senior manager, will consider the merits of your appeal. This will not be a re-investigation.

The panel will look at whether procedures have been followed correctly and will want to be satisfied that the investigator reached a reasonable conclusion.

They may ask to meet you and/or the investigating officer. The outcome should be sent to you within 20 working days of receipt of the appeal. You will be told if more time is needed to make a decision.

## **Still not satisfied?**

You can complain to the Prison and Probation Ombudsman at:

Prisons and Probation Ombudsman  
PO Box 70769  
London  
SE1P 4XY  
[www.ppo.gov.uk](http://www.ppo.gov.uk)  
[mail@ppo.gsi.gov.uk](mailto:mail@ppo.gsi.gov.uk)  
General enquiries:  
020 7633 4100/0845 010 7938

In certain circumstances, particularly if you are a victim who has taken the steps in this leaflet and are still unsatisfied with the decision, the Parliamentary Commissioner for Administration ('Parliamentary Ombudsman') can consider your complaint.

Referrals to the Parliamentary Ombudsman are through a Member of Parliament. Information about taking a complaint to the Parliamentary Ombudsman can be found at: [www.ombudsman.org.uk](http://www.ombudsman.org.uk), or you can telephone 0345 015 4033.