

Complaint overview

Complaint form

[Request more evidence](#)[Make a decision](#)[Documents & Evidence](#)[Contacts](#)

Prisoner name/surname	Jack Johnson
NOMIS number	A721445
Case number	123456
Date received	16 / 09 / 2020
Incident location	HMP Leeds
In prison since	20 January 2009
Complaint type	Property stolen and allegation of the prisoner mistreated
Most recent complaint	13 March 2018 See complaints history

Document preview

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Request more information

[Complaint form](#)

Send a request

[Request more evidence](#)

Write the message below

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Dear colleague,

I am writing to you from the Prison and Probation Ombudsman. I received a complaint from the following prisoner:

Prisoner name, surname: Jack Johnson

Date of birth: 20 September 1976

NOMIS nr: A721445

In order for me to deal with this complaint, I will need the following information from you:

- [xxxxxxxxxxxxxx]

I would appreciate if you could provide this information no later than **20 November 2020**.

You can return any information back to me following [this link](#).

Kind regards,

Name Surname

PPO Investigations Team

Send request to

HMP Leeds,
hmpleeds@prisons.gov.uk

[Edit](#)[Add recipient](#)[Send](#)

Make a decision

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How would you like to communicate the decision?

- Write a report
- Use a letter template
- Complete a record of investigation

[Continue](#)

Make a decision

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Make a decision

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Write the report

You can start drafting the report at any time.

It will save automatically and it will only be visible to you and your team.

What's the complaint?

+

[Preview report](#)

What did the investigation show?

+

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Recommendations

Recommendation 1

Type of recommendation

Responsible body and contact

[Add recommendation](#)

What is your decision on this complaint?

- Prisoner's complaint upheld
- Prison's decision upheld
- Investigation could not be concluded

Send report to

HMP Leeds,
hmpleeds@prisons.gov.uk

[Edit](#)

Jack Johnson, HMP Leeds, 2 Gloucester
Terrace, Stanningley Rd, Leeds LS12 2TJ

[Edit](#)[Add more recipients](#)[Send report](#)

Documents and evidence

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Original complaint documents

	Title	Format	Date added
	Complaint form (scanned)	PDF	15 / 09 / 2020

[Documents & Evidence](#)[Contacts](#)

Documents sent out

Title	Format	Date sent	Recipient	Delivered
Further information request	Email	16 / 09 / 2020	HMP Leeds	Yes
Eligibility letter	PDF	16 / 09 / 2020	Jack Johnson	Unknown

Futher information received

Title	Format	Date received
Prison reply to your request	Email	17 / 09 / 2020
Prison further evidence for your request (scanned)	PDF	17 / 09 / 2020



PPO

[To do](#) [Settings](#)

123456789 Jack Johnson Report sent: 17 September 2020

Check progress

[Check progress](#)

2 completed

1 pendent

[Decision & recommendations](#)

Recommendation

Due date

[Documents & Evidence](#)

Compensates Mr Jack Johnson £350 for his missing property

17 October 2020

[Contacts](#)

Provides him with a written apology for his property going missing, and the handling of this matter

[DONE](#)[view](#)

Issues a notice to staff to remind them that property must be secured, and a Cell Clearance Certificate must be completed, in accordance with PSI 12/2011

[DONE](#)[view](#)