



Prisoner Complaint Form

Your details

Title: _____ Last name: _____ First name/s: _____

Date of birth: _____ CIS number: _____

Detention centre: _____

Are you the person affected by the complaint? Yes No

If not, please state your relationship to the person affected by the complaint:

Immediate Family Friend Advocacy Group OV

Legal Representative Other (Please Specify): _____

If you are acting on someone's behalf, please provide their details:

Title: _____ Last name: _____ First name/s: _____

Date of birth: _____ Offender ID No (if applicable): _____

Gender: Male Female Aboriginal or Torres Strait Islander? Yes No

Preferred Language: _____

Are they a: Prisoner Former Prisoner

Offender on a Community Correction Order Other

Do you, or the person affected by the complaint have a disability or other special need?

Yes No

If yes, please specify: _____

Correctional Centre or Address:

Telephone No. (if applicable) (Business hours): _____

Mobile: _____ Email Address (if applicable): _____

Signature: _____ Date: _____



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Your complaint

What is your complaint about? **What** happened? **Who** was involved? **When** and **where** did it happen? Attach a separate sheet if you need more space.

Who have you asked to fix it?

Unit/block officer, case manager, supervisor or manager? Yes No

General Manager (blue envelope)? Yes No

Official visitor? Yes No Queensland Corrective Services? Yes No

Community Corrections Board? Yes No Appeal or review bodies? Yes No

Other sources (e.g. Crime and Misconduct Commission, Health Quality and Complaints Commission, Anti-Discrimination Commission, Prisoners' Legal Service etc) Yes No

What was their response? Please attach any correspondence if possible.

If you weren't happy with their response, what do you want to see happen?

What you can expect

Once we receive your complaint, we will write to you and start assessing it within 7 working days. Where possible, we will try to fix your complaint by talking with the agency concerned. 9 out of 10 complaints are assessed and/or settled within 60 days. Sometimes it may take longer than this, particularly if your case is complex or serious. If your complaint takes longer, we will keep you informed of its progress.

We take your complaint seriously and will contact you regularly or when important matters arise so you are kept up-to-date.