

INSIDE ISSUES

See back page for information on
'HOW TO COMPLAIN' in other languages



如何投诉 – 请参阅背面
如何投訴 – 請參閱背面



Beschwerdeverfahren - Siehe Rückseite



Kā iesniegt sūdzību – skatiet pēdējo lappusi



Kaip pateikti skundą – žr. galinį puslapį



Bí o se lé fi j sun – Wo yin ewé iwé yi



Jak złożyć skargę – informacje na końcowej stronie



Como apresentar uma reclamação - Ver verso



The
**Prisoner
Ombudsman**
for Northern Ireland

CHRISTMAS COMPETITION

winners announced
P10

Winter 2010

INSIDE ISSUES

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CHRISTMAS COMPETITION P10



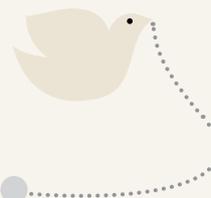
WHAT'S HAPPENING P14
Prisoner Information Sessions



NEW FACES P22

MESSAGE from the Prisoner Ombudsman

WELCOME HAPPY CHRISTMAS...



I hope you will enjoy reading this edition of **INSIDEISSUES**, which is packed full of news about our recent information sessions for all prisoners at Hydebank Wood and for Polish prisoners in Maghaberry prison.

Of course, in this edition, we also announce the winners of our special Christmas Competition.

Thank you to everyone for all the wonderful entries and for the staff who helped with them. The standard was once

again very high and as you can see from the pictures on page 11 we had difficulty selecting the winners!

You can read about the special booklets that we are preparing of all the entries to the poetry competition on page 16 and you can read some of the entries on pages 12 & 13.

I hope you enjoy the puzzles and jokes in the Festive Fun section which we have decided to include in this Christmas edition of **INSIDEISSUES**.

We also have a new section which gives an overview of the types of complaints we have been dealing with, and, as you will see, there are a number of key issues which have been impacting on prison life in the last few months.

The excessive use of lock-downs and the effect these have is an issue which causes me significant concern and tackling the staffing issues which underlie the problem is an urgent priority for the prison service.

Prison issues remain on the Assembly's agenda, with politicians asking several questions each week about prison-related matters. I have continued to play my part to ensure that our politicians are fully informed about the issues, which I see through complaints and Death in Custody Investigations. These must urgently be addressed if we are to deliver a rehabilitative, purposeful regime that ensures that more and more of those leaving prison do not reoffend.

You can read more about my meetings with politicians and my recent attendance at the Justice Committee on page 15.

Finally, I would like to wish Paula Curry all the best in her new job with the Court Service. As many readers will know, Paula has been the Complaints Officer with this Office for the last two years and I know that staff and prisoners alike found her very helpful.

We wish Paula all the best in her new role and we warmly welcome Kim Gourley to our team.

Pauline McCabe
Ombudsman

Seasons Greetings!

WESOŁYCH ŚWIĄT!

BOAS FESTAS!

E KÚ ODÚN, E KÚ

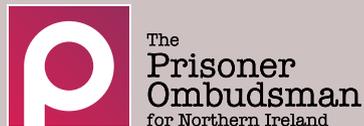
FROHE FEIERTAGE

SVĒTKU SVEICIENI

ŠVENTINIAI SVEIKINIMAI

圣诞快乐!

聖誕快樂!



The
Prisoner
Ombudsman
for Northern Ireland

FREEPHONE

0800 783 6317

CALLS TO THIS NUMBER WILL NOT BE MONITORED

HOW TO ACCESS US AND WHEN

If you have taken your complaint through the internal complaints process and you remain unhappy you can contact the Ombudsman by:

- **FREEPHONE 0800 783 6317**
- **Writing to us at 22nd Floor, Windsor House, Bedford Street, Belfast BT2 7FT**
- **Filling out a complaint form available on your wing, landing or house.**

Remember at the end of the Internal Complaints process, if you wish the Ombudsman to investigate your complaint, you must contact the Ombudsman. Your complaint will not automatically come to us. Please also hold on to your Prison Service Complaint reference number.

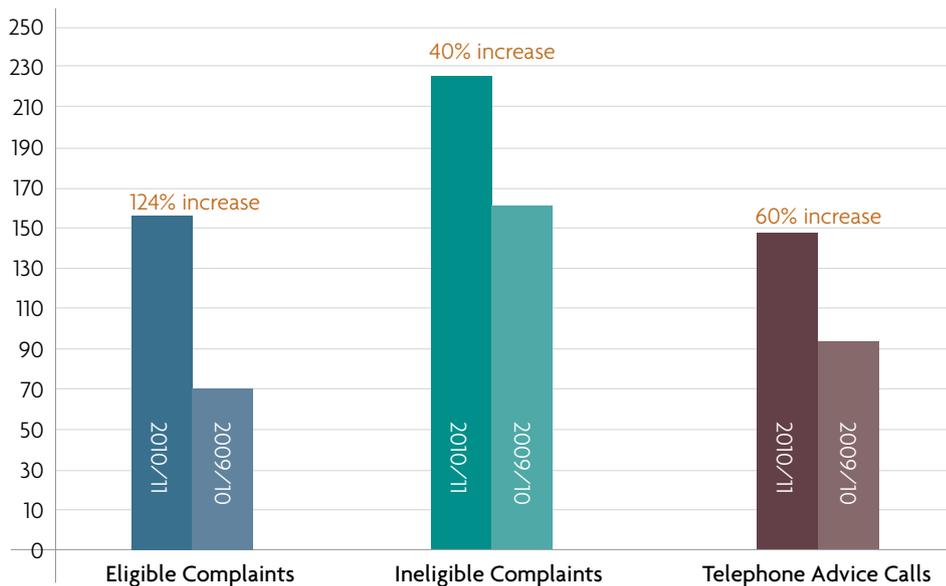




Overview of complaints

including statistics on first **6 months**

Table 1 Complaints



The first six months of this year saw a significant increase in the number of complaints we have received from prisoners. Eligible complaints have increased by 124% when compared with the same six month period last year.

Table 1 (opposite) shows that there has also been an increase in ineligible complaints and an increase in telephone advice calls.

We notice that the number of recommendations we make and which are accepted by the Prison Service is steadily increasing. From April to the end of November 2010, we made 223 recommendations.

More than 80% of these were accepted.

We work hard to make sure that our recommendations are properly implemented but with such a high number of recommendations being accepted we are keen to encourage staff to resolve problems and concerns at a local level wherever possible.

Although we are required to complete an investigation into a complaint within 18 weeks, we are keen to conclude these within a much shorter 12-week period. We currently do this in around 13 weeks, including time for the Prison Service to respond to our recommendations.

Despite the significant increase in the number of complaints we receive, we are doing our best not to increase the amount of time taken to investigate a complaint and to ensure that an investigator calls with a prisoner within four weeks of us receiving a complaint.

When we look at your complaint, it will always be investigated fairly and impartially so please bear with us if it takes a little longer.



The issues...

Since the start of 2010, we have investigated complaints about a wide range of issues, including:

PREPS REGIME

We regularly receive complaints from prisoners who feel they have been unfairly demoted or not promoted. In each case, we check that Prison Service policy has been applied correctly and fairly. Often, we find that a clear explanation of the reasons behind the decision is all that is needed to resolve the matter.

VISITS

Concerns about visits being shorter than planned have also been expressed across all three prisons. Though we recognise the impact of staffing issues, we have found instances where visits start late or finish early for a variety of reasons. The Prisoner Ombudsman believes that, in line with the prison service family policy, visits and family contact are very important. She has recommended that every effort should be made to ensure that visits are not cut short.

LOCKDOWNS

The Prisoner Ombudsman is very concerned about lockdowns and the impact they can have. She has made recommendations that staffing arrangements, working practices and staff agreements should be changed and has discussed this with the team currently undertaking a review of the Prison Service. In the meantime, case by case, she makes recommendations to ensure that lockdowns are shared equally and that every effort is made to try and keep the impact on prisoners to a minimum.

45% of prisoners lose contact with their families when in prison. Prisoners who were visited in prison by a partner or family member have a significantly lower reoffending rate [52%] than those who were not visited [70%].

HOUSE PROGRESSION

Decisions about progression to houses with a more favourable regime, including the resettlement units, can often cause confusion among prisoners. Our investigation of such cases has found, in some instances, information about the progress of applications – and the reasons why some may be refused – were not properly communicated to prisoners.

We have made recommendations aimed at making the process more open and transparent so that prisoners can see that the process is applied in a way that is fair.

REGIME

We receive a number of complaints each year about work opportunities, and access to education or other activities within prison. The nature of the complaints can range from prisoners feeling they have been unfairly denied the opportunity to work, to others who have feel they have been unfairly sacked from their jobs. We would like to see more job and education places being made available and all prisoners attending work, education or training every day.

We know that without essential skills, education and training, prisoners are three times more likely to reoffend on release. Providing prisoners with the skills they need to make a positive contribution to society on their release is good for the prisoner and good for communities.

HARM REDUCTION UNIT

We have dealt with a number of complaints about various aspects of moves to, and the regime that is available in, the new Harm Reduction Unit in Magilligan. During our investigations, we found that decisions made by the Prison Service were justified but there was a need to document the criteria that will lead to a prisoner being moved to the HRU. We made recommendations to address this issue.

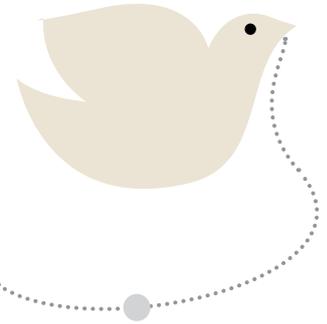
BAD LANGUAGE

A number of complaints in recent months have included allegations of use of offensive remarks or language by staff. Where these are substantiated, the Ombudsman makes it clear they are totally unacceptable. She likewise makes it absolutely clear that abusive language or behaviour towards staff by prisoners is completely unacceptable also.

BACK-HOUSING

We have dealt with a number of complaints from prisoners who do not understand the decisions that have been made to “back-house” them. Often sensitive security information is used in making such decisions and it has proved helpful for an investigator from the Prisoner Ombudsman’s Office to review the material and then determine whether the action of the Prison Service was in line with policy.

Christmas Competition



The Ombudsman ran her annual Christmas Competition across all three prisons and this time invited designs for her Christmas card and/or a poem or short story around the theme of **“Thoughts for Christmas and Hopes for the Future”**.



Judging the entries - Pauline McCabe, Prisoner Ombudsman, Wendy Austin and Eileen Bell CBE



The competition closed on 18 October and we were delighted with the quantity and quality of the entries.

The judging panel, which comprised the Prisoner Ombudsman, Pauline McCabe, Eileen Bell CBE and Radio Ulster's Wendy Austin, had a difficult task in choosing the winners. After much deliberation, they selected the following prisoners.

Winning Poems:

- Leslie James White, Magilligan** (1st prize - £25)
- Kenneth McConnell, Maghaberry** (joint 2nd prize - £15)
- Vincent Traynor, Magilligan** (joint 2nd prize - £15)
- Stephen C, Maghaberry** (3rd prize - £10)

Winning card designs:

- David Adams, Magilligan** (1st prize - £25)
- Kenneth Scott, Maghaberry** (joint 2nd prize - £15)
- Joseph McC, Magilligan** (joint 2nd prize - £15)
- Martin D, Magilligan** (3rd prize - £10)

The winning poem by Leslie James White will be inserted in the winning card design by David Adams and will be used as the official Prisoner Ombudsman Christmas Card this year.

All the poems submitted will also be designed into a Booklet of poems which the Prisoner Ombudsman will send out with her Christmas cards this year. Read more about this on Page 16. The card and booklet have been printed at Magilligan.

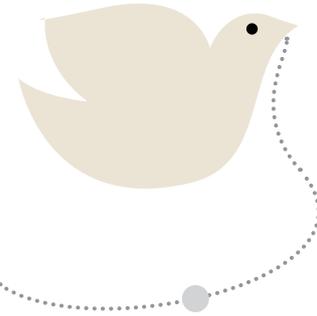
Some of the winning poems are on Pages 12 & 13.



Prisoner Poetry



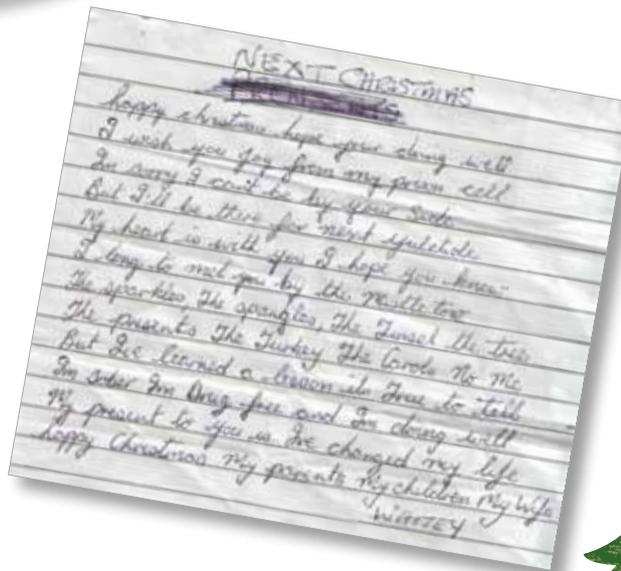
1st



Next Christmas

Happy Christmas hope your doing well
 I wish you joy from my prison cell
 I'm sorry I can't be by your side
 But I'll be there for next yuletide
 My heart is with you I hope you know
 I long to meet you by the mistletoe
 The sparkles, the spangles, the tinsel, the tree
 The presents, the turkey, the carols, no me
 But I've learned a lesson, it's true to tell
 I'm sober, I'm drug free, and I'm doing well
 My present to you is I've changed my life
 Happy Christmas my parents, my children, my wife.

Leslie James White



A Wish for Christmas

How I wish I could be home for Christmas
My mum, my dad and all my bros, the only thing that's missing's me
A Christmas dinner, pull a cracker, a present underneath the tree

How I wish I could be home for Christmas
This will be my sixth away from home
Three more to go, no mistletoe, another Christmas day alone

How I wish I could be home for Christmas
But how can I complain? You do the crime
You do the time, but I will never be the same

How I wish I could be home for Christmas
A pint with all the boys, nieces, nephews
Running around, showing off all Santa's toys

How I wish I could be home for Christmas
If only for that one day, no standing about the landing
Or being locked away. So that's my wish, I've learned a lot,
I'll never again steer off the track, some will re-offend
No doubt, but I my friends will not be back.

Vincent Traynor



Christmas - Where?

Where was faith, when I was fragmented?
Where was hope, when I was fractured?
Where was love, when I was lonely?
Where was God, when I cried last Christmas?

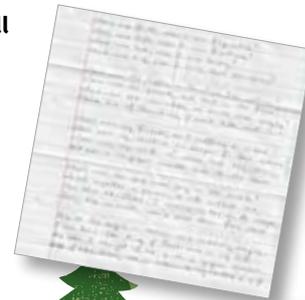
Where were the lights, no Christmas tree mattered?
Where were the presents, not here on the floor?
Where were the choristers, no carols were singing?
Please love of Christmas, I can't take much more.

Where were my friends, as I suffered in silence?
Where were my children, as despair for them soared?
Where was my wife, alone last Christmas?
Not even a neighbour would come to the door.

Where was the babe who lay in the cradle?
Whilst rejected in prison, a life without love,
Then this Christmas I remembered him in the manger,
Jesus, the miracle, who'd come from above.

And all the angels in Heaven were suddenly singing,
I now knew the King of Peace was in my life,
And when I thought of the birth and joyous occasion,
Hope of Christmas, let me return to my children and wife.

Kenneth McConnell



WHAT'S HAPPENING?



Information sessions for prisoners

On 25th October, the Prisoner Ombudsman held three information sessions at Hydebank Wood for females, males and for juvenile prisoners. On 1 November, the Prisoner Ombudsman also met a group of Polish prisoners in Maghaberry prison.

We welcomed the good attendance at these information sessions and we very much valued the opportunity to explain again the role of the Prisoner Ombudsman and how we approach our work.

While we do not take complaints from prisoners at the information sessions, issues and concerns were inevitably raised.

We have written to and met with the Governing Governor of Hydebank Wood to make him aware of the areas of concern raised. We have also advised the Governing Governor at Maghaberry of the concerns raised by the Polish prisoners.



Finding the answers

“Lock them up and throw away the key” is a phrase often heard when prison issues are raised outside the perimeter walls. But is that really what most people think and do they realise the effect that this approach can have?



Richard Cranley, a graduate in law and politics, is now working with the Prisoner Ombudsman's Team, to get answers to these questions and is currently asking decision-makers, the press and members of the public about their views and opinions.

“The answers to date are very surprising,” said Richard. “From my early research, I'm finding vast differences in opinions, many of which are based on little or no knowledge at all. I look forward to sharing the results in the next issue of **INSIDEISSUES**.”

Prisoner Ombudsman ...gets the message out

The Prisoner Ombudsmen held further meetings with senior representatives from all political parties to make sure they were up to date on all important issues and matters arising from ongoing complaints and investigations and to discuss areas where progress on reform could be made.

The Prisoner Ombudsman also appeared before the Northern Ireland Assembly Justice Committee on 30 September to present an overview of the work her Office carries out in investigating complaints and Deaths in Prison Custody.

“I want to make sure that all of our elected representatives are properly aware of the issues that come to light through the complaints process in prisons or through my investigations into deaths in custody,” said Pauline McCabe. “By meeting politicians regularly, I hope that I can helpfully inform their thinking so that when key decisions that relate to the Prison Service are made, they will be based on the best information available.”



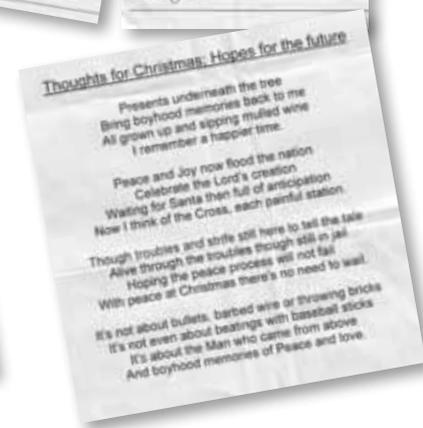
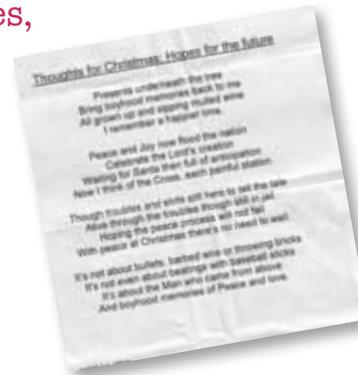
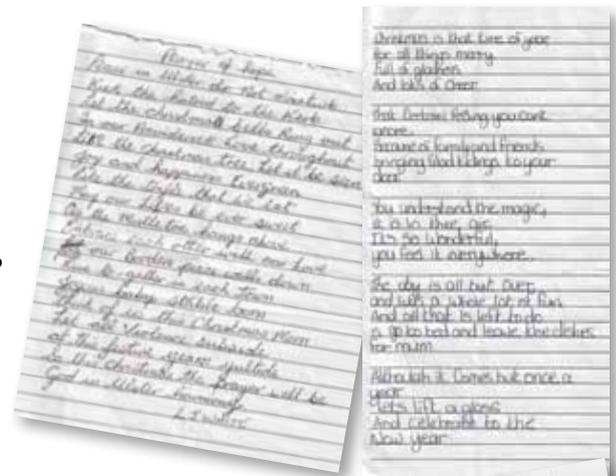
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WHAT'S HAPPENING?

Spreading the word

All submissions for this year's poetry competition will be printed in a special booklet to be distributed to the prisoners who entered the competition, and their families, in time for Christmas. The booklet will also be inserted into Christmas Cards sent by the Prisoner Ombudsman.

"The quality of the work submitted," said Prisoner Ombudsman, Pauline McCabe, "was outstanding and I want to make sure that the poems are shared by as many as possible. This special booklet will go some way towards that."



Meeting the Governors

The Prisoner Ombudsman recently concluded the latest in a series of meetings with the Governor of each of Northern Ireland's prisons in which she discusses with them the number and types of complaints the office receives.

Pauline McCabe meets with the Governor and the senior management team of each prison three times a year.

"It's important that our Governors and their senior teams

know exactly what the nature of these complaints are and to hear whether there are any recurring themes that could be put right by changes in systems or processes."

"We also take this opportunity to look at the number of ineligible complaints and advice calls we receive from prisoners in the hope that all matters can be resolved at a local level in the first instance."

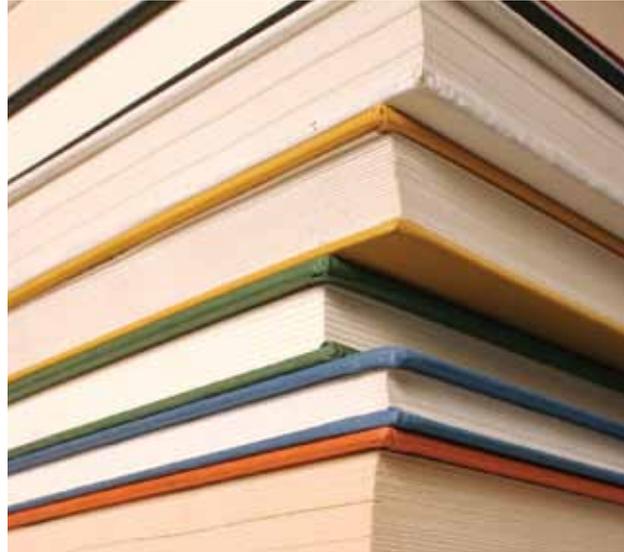
Prisoner wins library case

Prisons in Northern Ireland have a requirement to supply books and staffing and resource issues do not excuse authorities from their responsibility to provide them.

That was the ruling made recently by a High Court judge in a case brought by a prisoner at Magilligan, Paul Morgan, who said he had been denied library services.

Mr. Morgan claimed that prisoners had not been allowed to use a library based in the education department since last October.

The Prison Service said that use of library facilities was at the discretion of the Governor.



Watch this Space!



The success of this year's Christmas Competition was down to strong support given by prisoners and staff. We thank everyone for taking part and look forward to running it again next year!

In the meantime, prisoners at Hydebank Wood, who, because of other projects could not participate this year, can now look forward to taking part in a special competition planned for early next year.

Details to follow in your next edition **INSIDEISSUES!**

WHAT'S HAPPENING?

Probation Complaints

Staff are reviewing the pilot project designed to enable prisoners to bring complaints about probation services to the Prisoner Ombudsman's Office.

"Many complaints are resolved very effectively by the Probation Service's internal complaints process," Pauline McCabe said.

"We are also working with Probation staff to look at how familiar prisoners are with the internal complaints process and whether improvements are needed."

Artistic License

Congratulations to prisoners at Hydebank Wood, Maghaberry and Magilligan who were recently recognised for their creative talents in a major UK art competition.

Almost 50 visual art items from Northern Ireland prisons were submitted for the annual Koestler Trust award and four were shortlisted for the Trust's annual exhibition at the Royal Festival Hall.

The shortlisted items comprised one each from Hydebank Wood and Magilligan, and two from Maghaberry. Hydebank Wood won two Platinum awards (the highest), and one Bronze award. Maghaberry won one silver and four bronze awards. Magilligan won a Platinum Award.

Death in Custody



The Prisoner Ombudsman strives to carry out a professional, independent and impartial investigation of any death in custody.

She and her team of investigators are grateful for the full support of all those who provide evidence and background information to assist the investigations.

Many of the recommendations in the Ombudsman's investigation reports relate to prison healthcare issues which are now the responsibility of the South Eastern Health and Social Care Trust. Recommendations are therefore made to the Trust as well as the Prison Service.

We work with all those who have an interest in Death in Custody Investigations

and in recent months the Prisoner Ombudsman and her staff have met the Health and Social Care Board, the Forensic Pathology Services, the Health Trust, the body which inspects the work of the Trust – the RQIA, and of course the Coroner.

The investigations have highlighted important lessons on wider aspects of prison service policy. Many of these recommendations have already been, or are in the process of being, implemented by the Prison Service but there is much still to be done.

There are currently four Death in Custody investigations ongoing.

INMATES ARTWORK AT KOESTLER EXHIBITION

Work from all three prison establishments in Northern Ireland has been shortlisted for exhibition at the prestigious Koestler Awards.

Forty-nine visual art items were submitted from NI prisons in total, and four have been shortlisted for the annual exhibition at the

Royal Festival Hall. The Koestler Awards were founded in 1953 by Arthur Koestler, author of the prison novel, *Duress* in 1960, and its aim is to promote the arts in prisons and special institutions, encouraging creativity and the acquisition of new skills.

In total 3,919 entries were submitted from the whole of the Britain and Ireland of which 130 were shortlisted in the visual art category.

The chosen items comprised one each from Hydebank and Magilligan, and two from Maghaberry. Hydebank's entry was, *Man on the Hill*, while Magilligan's success was entitled, *Two Spouters*, in the oil-painting category. The two successful entries from Maghaberry were *Army* in the Portrait section, and *Mr Topleys* in the Mixed Media category.

The head of education at Hydebank said: "The talented creative work being done in Hydebank is a reflection of the talent of some of our young people and the hard work of the

artists who work with them. Seeing the work on display here and winning awards, I hope, will provide inspiration to some of our students to try their hand at something new and develop their talents."

As the earlier judging of all the entries, including categories such as craft, pottery, fashion, sculpture etc, entries from NIPS achieved remarkable success: Hydebank won two Platinum awards (the highest) and one Bronze award, while three were Highly Commended and two were Commended.

Maghaberry won a Silver and four Bronze awards, together with four Highly Commended, and one Commended. Magilligan won a Platinum Award, with two Commended.

So altogether NIPS was three of the top awards, with a Silver, and five Bronze, as well as all the Commendations.

Being selected for the exhibition in the Royal Festival Hall is a further accolade for the art awards, and the inmates can be justly proud of their achievements.

Chairman of the Northern Ireland Prison Service, Robbie Maxwell, congratulated all the award-winners. He said: "The work being produced in our three establishments is consistently of a very high standard and it is encouraging to see again so many different pieces given the recognition in this year's Koestler Awards."

"I would like to pay tribute to those who have used their time so productively and to all the NIPS staff who work so hard to help inmates discover and develop their artistic talents."

FESTIVE FUN



WHAT TO GIVE AN OPTIMIST & PESSIMIST

A family had twin boys whose only resemblance to each other was their looks. If one felt it was too hot, the other thought it was too cold. If one said the TV was too loud, the other claimed the volume needed to be turned up. Opposite in every way, one was an eternal optimist, the other a doom & gloom pessimist.

Just to see what would happen, on the twins' birthday their father loaded the pessimist's room with every imaginable toy and game. The optimist's room he loaded with horse manure.

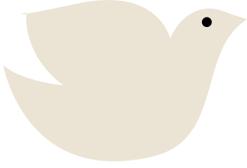
That night the father passed by the pessimist's room and found him sitting amid his new gifts crying bitterly.

"Why are you crying?" the father asked.

"Because my friends will be jealous, I'll have to read all these instructions before I can do anything with this stuff, I'll constantly need batteries, and my toys will eventually get broken." answered the pessimist twin.

Passing the optimist twin's room, the father found him dancing for joy in the pile of manure. "What are you so happy about?" he asked.

To which his optimist twin replied, "There's got to be a pony in here somewhere!"



PUZZLES

HOLIDAY SUDUKO

	9			3	7		
	6		9			2	4
1			6				
7			9	6			
	5	4			9	1	
			5	8			6
				3			2
2	3			5		8	
		7	2			5	



A CHRISTMAS CROSSWORD



across:

- 1 Christmas hymn (5)
- 3 The wise men's guide (4)
- 5 The town where Jesus was born (9)
- 10 The original Santa Claus (5,8)
- 11 The bird traditionally eaten for Christmas dinner (6)
- 12 A tradition introduced by Prince Albert (9,4)
- 16 A lot of angels (4)
- 17 evergreen plant with white berries (9)
- 18 Gift from the shepherds (4)
- 20 Climbing plant (3)
- 21 One of Santa's reindeer (5)

down:

- 2 Small brown thrush with a red breast (5)
- 3 Where Joseph and Mary had to stay (6)
- 4 The four weeks leading up to Christmas (6)
- 5 The day after Christmas Day (6,3)
- 6 The king visited by the wise men (5)
- 7 Gold, frankincense and (5)
- 8 A popular addition to the Christmas table (8)
- 9 Name of the archangel (7)
- 12 A decorated orange (11)
- 13 Christmas lasts for days (6)
- 14 A Christmas tree decoration (6)
- 15 The army occupying the land at the time (5)
- 16 Deck the halls with boughs of (5)
- 19 Baby Jesus' bed or crib (6)
- 20 No room for Mary and Joseph here (3)



WHO WE ARE AND WHAT WE DO



Pauline McCabe, Prisoner Ombudsman. Pauline oversees all Death in Custody Investigations and personally signs off all decisions made about complaint investigations. She operates independently of the Prison Service and reports directly to the Minister for Justice.

.....
Email pa@prisonerombudsman.x.gsi.gov.uk

Whatever your complaint is about, you should initially use the Prison Service Internal Complaints System to try and deal with the problem before contacting the Prisoner Ombudsman.

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If you are unhappy with the outcome you can make a complaint to the Prisoner Ombudsman in writing, using a complaint form, or by contacting the office using the **FREEPHONE NUMBER 0800 783 6317**.

When you send your complaint to us we will check if it is eligible and begin an investigation. Remember! Hold on to your Complaint Reference number so you can quote it.

.....

A Prisoner Ombudsman Investigator will then meet with you to discuss your complaint. Then we will look carefully at all the facts and will prepare a report for the Ombudsman.

.....

Once you and the Prison Service have seen the report, the Ombudsman will formally approve it and make recommendations, if appropriate. Where the Ombudsman makes recommendations, we will then follow up and check that these have been acted on.

Our People



Sinead Simpson

Director of Operations

.....



Michael Hillis

Senior Investigating Officer Complaints

.....



Clare McVeigh

Senior Investigating Officer Deaths in Custody

.....



Pat McKinney

Investigating Officer Complaints

.....



Wai Ki Mo

Investigating Officer Deaths in Custody

.....



John Clerkin

Investigating Officer Complaints

.....



Gemma Brown

Office Manager

.....



Kim Gourley

Complaints Officer

.....



Sharon Hetherington

Personal Assistant to the Prisoner Ombudsman

.....



Linda McIlwrath

Personal Assistant to the Prisoner Ombudsman

.....



The
Prisoner
Ombudsman
for Northern Ireland



CANTONESE

不論你是投訴什麼，在聯絡犯人調查官之前，你應該先利用監獄服務內部投訴程序設法解決問題。如果這麼做了之後，你還是不滿意，你可以向犯人調查官投訴。如果你需要翻譯員協助你聯絡犯人調查官辦公室，你可以要求另外一位犯人、監獄的工作人員、獨立監控會的成員或家屬替你利用我們的免費電話號碼 0800 783 6317 與犯人調查官聯絡。調查官就會安排一個人協同翻譯員來拜訪你，幫助你進行投訴。



MANDARIN

不论你是投诉什么，在联络犯人调查官之前，你应该先利用监狱服务内部投诉程序设法解决问题。如果这么做了之后，你还是不满意，你可以向犯人调查官投訴。如果你需要翻译员协助你联络犯人调查官办公室，你可以要求另外一位犯人、监狱的工作人员、独立监控会的成员或家属替你利用我们的免费电话号码 0800 783 6317 与犯人调查官联络。调查官就会安排一个人协同翻译员来拜访你，帮助你进行投訴。



GERMAN

Egal worum es sich bei Ihrer Beschwerde handelt, sollten Sie an erster Stelle versuchen, das Problem über den internen Schlichtungsdienst der Haftanstalt zu lösen, bevor Sie sich an den Ombudsmann für den Strafvollzug wenden. Sollten Sie

die Dienste eines Übersetzers benötigen, um mit der Dienststelle des Ombudsmanns Kontakt aufzunehmen, können Sie einen Mithäftling, einen Vollzugsbediensteten, ein IMB-Mitglied oder ein Familienmitglied bitten, stellvertretend für Sie unter Freiruf **0800 783 6317** den Ombudsmann für den Strafvollzug zu kontaktieren. Der Ombudsmann wird daraufhin veranlassen, dass ein Sachbearbeiter Sie mit einem Dolmetscher besucht und Ihnen beim Vorbringen Ihrer Beschwerde behilflich ist.



LATVIAN

Neatkarīgi no tā, par ko jūs iesniedzat sūdzību, no sākuma, lai atrisinātu problēmu, jums ir jāizmanto Cietuma dienesta iekšējo sūdzību iesniegšanas kārtība (Prison Service Internal Complaints Process), pirms jūs vērsties pie ieslodzīto ombudsmena. Ja pēc tam jūs vēl aizvien neesat apmierināts (-ta), jūs varat iesniegt sūdzību ieslodzīto ombudsmenam. Ja jums ir nepieciešami tulka pakalpojumi un palīdzība, lai sazinātos ar ieslodzīto ombudsmena biroju, jūs varat palūgt citu ieslodzīto, cietuma darbinieku, IMB (Neatkarīgās uzraudzības pārvaldes) biedru vai ģimenes locekli sazināties ar ieslodzīto ombudsmenu jūsu vārdā, piezvanot pa mūsu bezmaksas tālruni **0800 783 6317**. Ombudsmens parūpēsies par to, lai pie jums ierastos amatpersona ar tulku, ļaujot jums iesniegt sūdzību.



LITHUANIAN

Koks bebūtų jūsų skundo pagrindas, pirmiausiai problemą reikėtų spręsti pagal Kalėjimų tarnybos vidaus skundų sprendimo tvarką, ir tik po to kreiptis į Kalinių ombudsmeną. Jei problemos išspręsti nepavyko, galite kreiptis į Kalinių ombudsmeną. Jeigu jums reikia vertėjo, kuris padėtų kreiptis į Kalinių ombudsmeno tarnybą, prašykite, kad kuris nors iš kalinių, kalėjimo darbuotojų, NMT (Nepriklausomos stebėjimo tarnybos) narių arba jūsų artimųjų jūsų vardu paskambintų Kalinių ombudsmeniui nemokamu telefonu **0800 783 6317**. Ombudsmenas pasirūpins, kad jus aplankytų tarnybos atstovas kartu su vertėju ir padėtų jums paruošti skundą.



NIGERIAN

Fun ẹsunkeṣun ti o bá ní, o gbọdọ kọkọ fi sun ilé isẹ afisun ti inu ogbà ẹwọn lati yanjú ọrọ naa kí o tó fi to alagbawi awọn ẹlẹwọn léfi. Lẹhin igbà tí o bá se ẹyí tan, tí kò bá sí ẹ ọ lórun naa, o lè fi ejo naa sun alagbawi awọn ẹlẹwọn. Tí o bá fẹ olutumọ èdè lati ran ọ lọwọ ẹlẹwọn kíkàn sí ilé isẹ alagbawi awọn ẹlẹwọn, o lè beere lowo ẹlẹwọn omiran, tàbí ọkan ninu awọn osisẹ igbimo ibójútọ itoju awọn ẹlẹwọn, ẹyí tí a npe ni IMB, tàbí ará ile ẹ lati ba o kàn sí alagbawi awọn ẹlẹwọn lórí ẹro ibanisoro ọfẹ wa tí o ẹ **0800 783 6317** Alagbawi naa yi o wa se ètò wípé kí eniyan kan wa rí ọ pelu olutumọ èdè lati ran ọ lọwọ pelu fífi ẹjọ sun.



POLISH

Wszystkie skargi należy składać najpierw drogą wewnętrzną

procedury składania skarg obowiązującej w służbie więziennej. Osoby niezadowolone ze sposobu rozpatrzenia skargi mogą następnie zwrócić się do rzecznika praw więźniów (Prisoner Ombudsman). Przy składaniu skargi do rzecznika praw więźniów możliwa jest pomoc tłumacza. Osoby, które chciałyby z niej skorzystać mogą poprosić innego więźnia, pracownika służby więziennej, członka niezależnej rady monitorującej (IMB) lub członka rodziny o skontaktowanie się z biurem rzecznika w ich imieniu pod bezpłatnym numerem telefonu **0800 783 6317**. W złożeniu skargi pomocy udzieli wówczas pracownik biura rzecznika podczas wizyty z tłumaczem.



PORTUGUESE

Qualquer que seja a natureza da sua reclamação, deverá inicialmente utilizar o Processo de Reclamações Interno dos Serviços Prisionais para tentar resolver o seu problema antes de contactar o Provedor de Justiça (Prison Ombudsman). Se tiver seguido esse procedimento e ainda não estiver satisfeito, poderá apresentar a sua reclamação ao Provedor de Justiça. Se necessitar dos serviços de um tradutor para o ajudar a estabelecer contacto com o Gabinete do Provedor de Justiça, pode solicitar a ajuda de outro prisioneiro, guarda prisional, membro do IMB ou familiar para entrar em contacto com o Provedor de Justiça em seu nome através do número **0800 783 6317**, a chamada é gratuita. O Provedor enviará um membro do seu gabinete, acompanhado por um tradutor para o ajudar a apresentar a reclamação.