

Custodial Operations Policy and Procedures

9.6 Inmate complaints to the Ombudsman

Policy summary

Corrective Services NSW (CSNSW) has a statutory responsibility to take all steps necessary to facilitate the making of a complaint by an inmate to the NSW Ombudsman (the Ombudsman). An inmate should be provided with information regarding access and the process for resolving requests and complaints with the Ombudsman.

A complaint may be made to the Ombudsman in writing, by telephone or in person when a staff member from the Ombudsman's office visits the correctional facility. The inmate should also be advised that communications between the inmate and the agency is not monitored or read by staff.

Management of Public Correctional Centres Service Specifications

Service specifications	Decency and respect
------------------------	---------------------

Scope

This section applies to all correctional centres and other facilities administered by or on behalf of CSNSW, and all CSNSW employees.

Table of contents

1	Inmate complaints to the Ombudsman	4
1.1	Policy	4
1.2	Procedures for written complaints	4
1.3	Procedures for telephone complaints	5
1.4	Procedures following a visit from the NSW ombudsman	5
2	Quick links	6
3	Definitions	6
4	Document information	6

1 Inmate complaints to the Ombudsman

1.1 Policy

CSNSW has a statutory responsibility to take all steps necessary to facilitate the making of a complaint by an inmate to the NSW Ombudsman.

An inmate should be provided with information regarding access and the process for resolving complaints with the Ombudsman. The inmate should also be advised that any communication between the inmate and the Ombudsman is not monitored or read by staff.

A complaint may be made to the Ombudsman in writing, by telephone or in person when a staff member from the Ombudsman's office visits the correctional facility (**refer to COPP section 10.8 Visits from officials, agencies and professionals**). In seeking a resolution to a complaint, the Ombudsman's staff may telephone the correctional centre, or speak with staff and/or inmates during a visit to the centre.

CSNSW is required to provide all necessary assistance to staff from the Ombudsman's office. This includes providing access to inmates and staff, as well as to documents, records and files if requested.

Inmates should not be obstructed or prevented from telephoning or corresponding with the Ombudsman, regardless of whether they have not first attempted to resolve their complaint within the correctional facility.

1.2 Procedures for written complaints

	Procedure	Responsibility
1.	Assist an inmate who has requested to make a written complaint to the NSW Ombudsman by ensuring that: <ul style="list-style-type: none">• paper is available for inmates to write to the Ombudsman• envelopes are available for inmates to post written complaints to the Ombudsman. The cost of envelopes and postage is to be met by CSNSW• all mail addressed to the Ombudsman from inmates is to be posted without being opened, inspected or read. This includes mail from inmates designated Extreme High Risk Restricted (EHRR) and National Security Interest (NSI), and those classified AA and Category 5• all mail addressed to inmates from the Ombudsman is to be given to the inmate without being opened, inspected or read. This includes mail for inmates designated EHRR and NSI, and those classified AA and Category 5.	CSNSW staff
2.	Provide any mail received from the Ombudsman to the inmate and instruct them to sign the attached receipt.	CSNSW staff

1.3 Procedures for telephone complaints

	Procedure	Responsibility
1.	Ensure the inmate is provided with the opportunity to make a telephone complaint to the Ombudsman.	CSNSW staff
2.	Ensure: <ul style="list-style-type: none"> • the inmate is advised they may contact the Ombudsman's office on the Common Auto Dial List by selecting #8 (these calls are not recorded and cannot be listened to by CSNSW staff). The cost of these telephone calls to the Ombudsman is met by CSNSW. • telephone calls made to the Ombudsman's office by the inmate must not be monitored by CSNSW staff. • the right to make telephone calls to the Ombudsman is not withdrawn from an inmate while they are in segregation or for the purposes of punishment. 	CSNSW staff

1.4 Procedures following a visit from the NSW Ombudsman

Following a visit from the NSW Ombudsman's office, implement the following procedures:

	Procedure	Responsibility
1.	The Ombudsman's office may provide a written report and request a response to issues raised.	Ombudsman's office
2.	A response to the issues raised should be prepared by the Governor and reviewed by: <ul style="list-style-type: none"> • the respective Custodial Director • General Manager, State Wide Operations. This response should be forwarded and received by the Ombudsman within seven days.	Governor

If the Ombudsman's office has raised any matters that:

- are relevant to an area of CSNSW other than Security and Custody, it is to be referred to the Assistant Commissioner for that area
- have state-wide implications, it is to be referred to the General Manager State-wide Operations, Security and Custody who will alert the Director, Executive & Parliamentary Services, if warranted
- should be brought to the attention of the Commissioner, it is to be referred to the Deputy Commissioner, Security and Custody.

2 Quick links

- [Related COPP](#)
- [Forms and annexures](#)
- [Related documents](#)

3 Definitions

COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
EHRR	Extreme High Risk Restricted
NSI	National Security Interest

4 Document information

Business centre:	State Wide Operations	
Approver:	Dr Anne Marie Martin Deputy Commissioner, Security & Custody	
Date of effect:	16 December 2017	
EDRMS container:	18/7261	
Version	Date	Reason for amendment
1.0		Initial publication (<i>Replaces section 8.28 of the superseded Operations Procedures Manual</i>)
1.1	12/03/20	<i>General formatting update and improvements</i>
1.2	28/11/24	Update and remove Custodial Corrections, replace with Security and Custody. Update staff titles due to CSNSW restructure. Added into procedures: (these calls are not recorded and cannot be listened to by CSNSW staff).