



Engels

What to do if you have a complaint?

Do you have a complaint? For example, about how you are being treated? Or about a decision you do not agree with? In this Information Sheet you will read what you can do about it.

Try to solve the problem yourself in your unit. If you were not able to solve the problem in your unit, ask for an interview with a senior officer, the unit head or the governor. You may also call in the help of the Commission of supervision. The members of this Commission are independent officers who do not work in the institution. They supervise the manner in which you are treated.

You can submit a complaint to the Commission of supervision in the following two ways:

- During an interview with the commissioner in charge (maandcommissaris);
- To the Complaints Committee. You can here submit an official complaint about a decision made by the governor which concerns you. (Article 60, Custodial Institutions Act, Pbw)

Ask for an interview with the commissioner in charge

One of the members of the Commission of supervision visits the institution where you are staying several times a month. This is the **commissioner in charge**. You can ask for an interview with the commissioner in charge.

- 1 Complete a **consultation slip** (available in your unit), after which the commissioner in charge will make an appointment with you.
- 2 During the **interview**, the commissioner in charge will discuss with you whether there is a solution to your problem.
- 3 The commissioner in charge will draw up a **report** of this interview, which report is intended for the Board. Everything you tell the commissioner in charge in confidence will not be included in the report and will remain confidential.

Submit an official complaint to the Complaints Committee

If you do not agree with a decision made by the governor – for example, because you were not granted leave or because you are not allowed to participate in the activities – you may submit an **official complaint** to the Complaints Committee.

- 1 Complete a **complaints form** (available in your unit). Explain on this form why you do not agree with the decision.
- 2 Submit the form within not more than **7 days** from the decision made by the governor. The form will state where you must submit the form. The Complaints Committee may first ask the commissioner in charge to mediate.
- 3 During the **complaints hearing** you (or your lawyer) will tell the Committee exactly why you have submitted the complaint. The Board will tell the Committee why it made the decision.
- 4 The Complaints Committee will inform you of its decision within a few weeks. You will usually receive the decision by letter. The following three decisions are possible:

- Your complaint is founded. The Board must change its decision, and sometimes you will receive compensation.
- Your complaint is unfounded. The decision does not change.
- Your complaint is inadmissible, because the Complaints Committee is of the opinion that it cannot give an opinion on the complaint. This may be the case if you have submitted your complaint too late.

- 5 You do not agree with a decision of the Complaints Committee: You may lodge an **appeal*** This appeal must be lodged with the Council for the Administration of Criminal Justice and Protection of Juveniles. You can obtain a form to lodge an appeal in your unit.

Legal aid

Your lawyer may advise you what is the best thing to do if you have a complaint. You also have the right to an interpreter. And finally, you are allowed to read all the information the Board uses to prove that its decision was made on good grounds.

* This applies to anyone to which the Custodial Institutions Act applies.

Colophon:

This is a publication of the Custodial Institutions Agency
Realisation: Corporate Communication Department
 July 2010