

Prison Complaints Received 2018-19

Subject Group	No of Complaints	Rank	as % of Prisons Total
Leave from prison (Including Home Detention Leave)	49	1	15.7%
Communication and records	39	2	12.5%
Privileges and prisoners property	37	3	11.8%
Health, welfare and religion	35	4	11.2%
Security, control and progression	29	5	9.3%
Physical and personal environment	24	6	7.7%
Discipline	20	7	6.4%
Admission, transfers and discharge	17	8	5.4%
Work, education, earnings and recreation	13	9	4.2%
Other	3	10	1.0%
Supervision levels	2	11	0.6%
Subject unknown or Out of Jurisdiction	45	-	14.4%
Total	313	-	100.0%

Prison Cases received 2017-18

Subject Group	No of Complaints	Rank	as % of Prisons Total
Security, control and progression	34	1	12.4%
Leave from Prison (Including Home Detention Leave)	32	2	11.6%
Health, Welfare and Religion	31	3	11.3%
Privileges and Prisoners Property	29	4	10.5%
Discipline	25	5	9.1%
Physical and Personal Environment	22	6	8.0%
Communication and Records	20	7	7.3%
Admission, Transfers and Discharge	19	8	6.9%
Work, Education, Earnings and Recreation	16	9	5.8%
Supervision Levels	6	10	2.2%
Subject Unknown or Out Of Jurisdiction	41	-	14.9%
Total	275		100.0%

Prison Complaints Determined 2018-19

Case Type	Stage	Outcome Group	Total	
Complaint	Advice	Not duly made or withdrawn	75	
		Out of jurisdiction (discretionary)	1	
		Premature	51	
		Total	127	
	Early Resolution	Not duly made or withdrawn	8	
		Out of jurisdiction (discretionary)	2	
		Out of jurisdiction (non-discretionary)	12	
		Outcome not achievable	52	
		Premature	12	
		Proportionality	60	
		Resolved	7	
		Total	153	
	Investigation	Fully upheld	9	
		Some upheld	7	
		Not upheld	6	
		Not duly made or withdrawn	1	
		Resolved	1	
	Total	24		
	Total Complaints			304
	Total Contacts			304

<i>Total Premature Complaints</i>	63
<i>Premature Rate</i>	20.7%
<i>Total Investigation Decisions</i>	22
<i>Total Upholds</i>	16
<i>Uphold Rate</i>	72.7%

Prison Complaints Determined 2017-18

Case Type	Stage	Outcome Group	Total	
Complaint	Advice	Not duly made or withdrawn	68	
		Out of jurisdiction (non-discretionary)	2	
		Premature	54	
		Total	124	
	Early Resolution	Not duly made or withdrawn	9	
		Out of jurisdiction (discretionary)	5	
		Out of jurisdiction (non-discretionary)	35	
		Outcome not achievable	30	
		Premature	9	
		Proportionality	49	
		Resolved	12	
		Total	149	
	Investigation	Fully upheld	3	
		Some upheld	1	
		Not upheld	8	
		Not duly made or withdrawn	10	
		Total	22	
	Total Complaints			295
	Total Contacts			295

<i>Total Premature Complaints</i>	63
<i>Premature Rate</i>	21.4%
<i>Total Investigation Decisions</i>	12
<i>Total Upholds</i>	4
<i>Uphold Rate</i>	33.3%
<i>Old Uphold Rate Calculation</i>	
<i>Total Cases 'Fit for SPSO'</i>	22
<i>Total Upholds</i>	4
<i>Uphold Rate</i>	18.2%