

We value your feedback

KSS CRC welcomes comments from the people using our services.

We take all comments seriously and value them as a way of improving our services.

We want to ensure that you are completely satisfied with the service you receive.

Where do I write to?

Complaints
Kent, Surrey and Sussex CRC
Maidstone Corporate Centre
3rd Floor, Maidstone House
King Street
Maidstone
ME15 6AW.

More information

Further detail can be found on our website under 'Contact Us'.

www.ksscrc.co.uk

If you need any help understanding this leaflet, or if you need it in another language or format, please ring us on 01622 239147.



Who can complain?

Kent Surrey and Sussex CRC (KSS CRC) aims to provide a consistently high standard of service across our business.

Complaints can be made by any person affected by what we do including;

- service users
- victims of crime (or their family)
- members of the public.

To be considered, your complaint has to be about an action or decision taken by an employee of the Kent, Surrey and Sussex CRC (KSS CRC), or a contractor, agent or volunteer acting on our behalf.

You can also complain about a failure to take an action or decision by any one of these people.

We can't look into something that is already being investigated by the police or subject to a decision of the courts, statutory tribunal, Parole Board, Crown Prosecution Service or the Criminal Cases Review Commission.

Any complaint will not influence the service that you receive.

Who do I complain to?

Initially, it is better to talk face-to-face or over the phone with the person involved. If this is difficult, please ask to speak to their line manager.

Please see the back of this leaflet for more information on how to complain.

We aim to resolve your concerns quickly and informally without the need for you to make a more formal complaint.

What is the time limit for making a complaint?

Ideally, any complaint should be current, so made at the time when the incident occurred.

However, if this is not possible, you must make your complaint within one year of the events concerned.

What do I do if I have a complaint?

Stage 1

Visit, ring or write to the person you were dealing with or their line manager.

Stage 2

If you are not happy with their response, write to us at the address on the back of this leaflet. An investigation will take place and you will receive a letter about the outcome.

Stage 3

If you are still not happy, you can appeal in writing. This process will be explained in the response letter you are sent at the end of stage 2.

Stage 4

If you are not happy with the outcome of your appeal, you can complain to the Prisons and Probation Ombudsman (ppo.gov.uk) or the Parliamentary Ombudsman (ombudsman.org.uk).