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**If you are still unhappy after following the previous steps...**

The Parliamentary Ombudsman can consider your complaint, however:

- ⇒ you will need to ask a Member of Parliament to refer the complaint to the Parliamentary Ombudsman for consideration.
- ⇒ they will normally only take on a complaint after you have first tried to resolve the complaint and received a response.

A complaint form which gives all the information you would need can be found at [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or can be requested by calling **0345 015 4033**.



## Making a complaint

Merseyside Community Rehabilitation  
Company  
2nd Floor  
Cunard Building  
Water Street  
Liverpool  
L3 1QX

01442 295000

[www.merseysidecrc.co.uk](http://www.merseysidecrc.co.uk)

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## What to do if you are not happy with our service

Complaints can be made by any person including, but not limited to:

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

To be considered, your complaint must be:

- ✓ an action or decision
- ✓ or failure to act or decide

by the employees of The Merseyside Community Rehabilitation Company Limited.

We can't look into something that is:

- ✗ being investigated by police
- ✗ subject to a decision of the courts, statutory tribunal, Parole Board, Crown Prosecution Service or the Criminal Cases Review Commission.
- ✗ about something that happened more than 12 months ago, or that you could have known about a year ago.

Talking face-to-face or over the telephone with the person involved can often be the solution. If this is difficult, ask to discuss it with a more senior member of staff.

## Pen to paper

You can make a formal complaint in writing. You should sign it and send it to:



**Chis Edwards, Merseyside Community Rehabilitation Company Limited, Second Floor, Cunard Building, Water Street, Liverpool, L3 1EL**

- ⇒ Someone can make a formal complaint on your behalf, if you give them permission in writing
- ⇒ You can expect a response within five working days of how your complaint will be handled and the date when you can expect the outcome.

If your complaint is about an issue involving the Chief Executive you should address your letter to:

**Ian Mulholland, Director of Justice, Inter-serve, Capital Tower, 91 Waterloo Road, SE1 8RT**

## If you are not satisfied with the outcome of your formal complaint, you can:

- ⇒ appeal within 20 working days of receiving the outcome.
- ⇒ write to the Chief Executive and explain why you want to appeal.

The Chief Executive will acknowledge your letter within five working days of receiving it. A panel will look at your appeal and may ask to meet you and the designated investigating officer.

The outcome will be sent to you within 20 working days of receipt of the appeal. The panel will let you know if they need longer to make a decision.

## If you have taken these steps and are still unsatisfied with the decision...

You can write to the Prison and Probation Ombudsman within one month of your appeal decision only if you have:

- ⇒ been under the supervision of either the National Probation Service or a Community Rehabilitation Company.
- ⇒ been housed in probation accommodation
- ⇒ had a report prepared about you for use in court.

Prison and Probation Ombudsman PO Box 70769 London SE1P 4XY [www.ppo.gov.uk](http://www.ppo.gov.uk)