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STATUTORY RULES OF NORTHERN IRELAND

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**2009 No. 429**

**The Prison and Young Offenders Centre  
(Amendment) Rules (Northern Ireland) 2009**

**Rule 76 (Complaints by prisoners: first stage)**

- 29.**—(1) Rule 76 (complaints by prisoners: first stage) shall be amended as follows.
- (2) For paragraph (1) substitute—
- “(1) A prisoner makes a complaint by putting a completed complaint form into a box provided for complaints (referred to in these Rules as a “complaints post box”) or by submitting it to a residential officer who shall put it into a complaints post box.
- (1A) The contents of the complaints post box shall be recorded on a daily basis.”
- (3) For paragraph (2) substitute—
- “(2) The complaint shall be passed to a residential manager who shall interview the prisoner within 24 hours of the complaint having been recorded under paragraph (1A).
- (2A) The residential manager referred to in paragraph (2) shall pass the complaint to an appropriate person within three days of the complaint having been recorded under paragraph (1A).”
- (4) In paragraph (3) for “must” substitute “shall”, for “seven” substitute “ten” and for “completed complaint form” substitute “complaint”.
- (5) For paragraph (4) substitute—
- “(4) The appropriate person shall pass the response to a residential manager who shall return it to the prisoner within 24 hours of receiving it.”
- (6) For paragraph (5) substitute—
- “(5) In this rule “an appropriate person” means an officer or an employee of the Northern Ireland Prison Service with supervisory or managerial responsibility for the subject matter of the complaint.”
- (7) Omit paragraph (6).