

Custodial Operations Policy and Procedures

10.10 Visitor complaints

Policy summary

There are a number of ways in which visitors can provide Corrective Services NSW (CSNSW) with feedback or lodge complaints. Complaints and feedback are to be responded to promptly, with advice provided as to the outcome.

Legal and professional visitors can provide feedback or make complaints directly to the Governor of the correctional centre.

Management of Public Correctional Centres Service Specifications

Service specifications	Professionalism and accountability
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Scope

This section applies to all correctional centres and other facilities administered by or on behalf of CSNSW, and all CSNSW employees.

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1 Visitor complaints

1.1 Policy

CSNSW provides the opportunity to any visitor or member of the public to make a complaint or provide feedback. CSNSW takes all complaints seriously, and will ensure that all complaints are dealt with promptly.

Visitors may submit a complaint or provide feedback by verbally reporting it to the most senior member on duty at the correctional centre. Alternatively, a visitor may submit their complaint or feedback in writing by:

- depositing it into the complaints box located at the gate or visiting section of the correctional centre
- posting it to the Governor of the correctional centre, or
- posting it to the Commissioner Corrective Services (the Commissioner) G.P.O. Box 31 Sydney, NSW 2001
- emailing Corrections Executive Services and Complaints Management at executiveservices@dcj.nsw.gov.au
- accessing the feedback portal on the “contact CSNSW” link on [redacted] available through the Justice NSW internet site.

Any complaints from legal and other professional bodies should be submitted in writing and addressed to the Governor of the correctional centre. Once the complaint has been resolved, or addressed to the extent possible, the complainant must be advised. Visitors should provide their contact details so that they can receive a response on the complaint or enquiry.

Information must be available to visitors regarding their rights and responsibilities while visiting a correctional centre, and the process for making a complaint. Brochures and posters providing this information must be displayed and available for distribution. Replacement brochures are available from the Corrections Strategy and Policy unit by emailing [redacted]

1.2 Procedures

	Procedure	Responsibility
1.	Authorise an officer to ensure that information is available to visitors regarding making a complaint or providing feedback.	Governor
2.	Display brochures and posters in the visits processing area of the correctional centre. Order new supplies through the Corrections Strategy and Policy Unit.	Authorised officer
3.	Provide information to visitors on their rights and responsibilities while visiting a correctional centre, and explain how a visitor is able to make a complaint, if requested.	Authorised officer
4.	Ensure timely responses to all visitor complaints and feedback.	Governor/ authorised officer

2 Quick links

- [Related COPP](#)
- [Forms and annexures](#)
- [Related documents](#)

3 Definitions

COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW

4 Document information

Business centre:	Custodial Operations	
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1.0		Initial publication (<i>Replaces section 15.26 of the superseded Operations Procedures Manual</i>)
1.1	12/03/20	General formatting update and improvements