

**Prisons &
Probation**

Ombudsman
Independent Investigations

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BY EMAIL

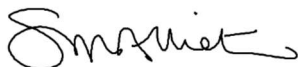
06 May 2020

Dear Governor,

At the Prisons and Probation Ombudsman we appreciate these are difficult times to be operating normal services in prisons. We know that the Covid-19 Operational Guidance urges prisons to continue to operate essential prisoner services, including complaints, but that some prisons might be finding this more challenging to deliver than others. We would be very grateful if you could reply to: Mail@PPO.gov.uk, briefly advising us on the level of complaints service you are currently able to deliver to help us understand the potential impact on our own work in the months to come.

Thank you very much for your ongoing support to the work of the PPO.

Yours sincerely



Sue McAllister CB
Prisons and Probation Ombudsman