



OFFICE OF THE COMPLAINTS COMMISSIONER
(OMBUDSMAN)
TONY CLARKE'S BUILDING | WATERLOO ROAD | GRAND TURK
TURKS AND CAICOS ISLANDS | TKCA 1ZZ
Tel: (649)-338-2927
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Investigation of Complaint by Person Detained in Custody or Other Person Confined in an Institution
(SECTION 9. SUBSECTION 6)

1. The following shall be the procedures shall have effect when investigating Complaints by persons in custody or otherwise in an Institution
2. A person who is serving a sentence, detained in custody or otherwise confined in an institution may make a complaint to the Complaints Commissioner (ombudsman) by: -
 - (a) informing the person in charge
 - (b) informing another person performing the duties in connection with his confinement that he or she wishes to make a complaint to the Commissioner.
3. The person informed of the intention to make a complaint shall: -
 - (a) take all necessary steps to facilitate the making of the complaint.
 - (b) provide an unsealed envelope to the person in custody or otherwise confined
 - (c) without delay after receiving the envelope from the person in custody or otherwise confined seal the envelope in the presence of the person making compliant.
 - (d) send sealed envelope to the Commissioner without delay.
4. The Commissioner shall write to the person in custody or otherwise confined acknowledging receipt of the complaint.



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5. The communication from the Commissioner to a person in custody or otherwise confined shall be forwarded to that person in a sealed envelope.

6. The Commissioner or the other person of the commission authorized by the Commissioner shall conduct preliminary inquiries to determine whether to undertake an investigation.

7. This procedure adheres to the Turks and Caicos Islands Complaint Commissioner (Ombudsman) Ordinance 2015 (Ordinance 12 of 2015) and shall remain active unless an ordinance provides otherwise.

Dated this of 20

Paul Harvey
Complaints Commissioner (Ombudsman)