

Can the Parliamentary Ombud help you?

In this brochure you will find information on how you can make a complaint to us.

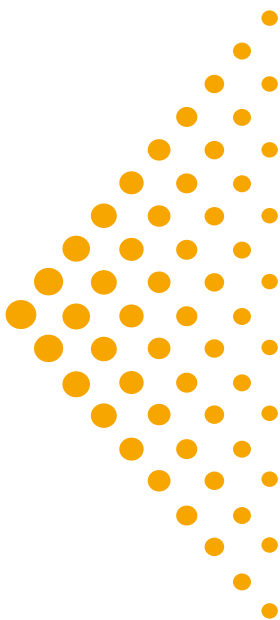
Our case processing

The Parliamentary Ombud investigates complaints about different types of cases, also complaints about prison conditions. We control if the prison and health authorities follow rules and regulations for the treatment of prisoners.

For example, you can make a complaint to us about:

- case processing time or if you have not received an answer to your application or complaint
- the prison health service
- exclusion from the prison community and other restrictions imposed by the prison
- decisions regarding transfer to another prison
- decisions regarding home detention with electronic monitoring or execution of your sentence in a treatment or special care institution
- decisions regarding day release, leave of absence, release on probation and interruption of your sentence

Our case processing is based on written documents. We do not interview witnesses or visit prison facilities when we process complaints.



How to file a complaint?

Complaint regarding prison conditions or administrative decisions from prison authorities?

1.
First you must file a complaint with the prison.

2.
If you have received an answer from the prison and you wish to proceed with the case, you must appeal to the Correctional Services' regional office (kriminalomsorgens regionskontor).

3.
When you have received an answer from the regional office, you can file a complaint with us.
It is important that you enclose the regional office's answer to your complaint and other relevant documents.

Complaint regarding the prison health service?

1.
First you must file a complaint with the prison health service.

2.
If you have received an answer from the prison health service and you wish to proceed with the case, you must appeal to the County Governor (statsforvalteren).

3.
When you have received an answer from the County Governor, you can file a complaint with us.
It is important that you enclose the answer to your complaint from the County Governor and other relevant documents.

**Complaint regarding
case processing time?**

1.
First you must
send a written reminder to
the prison authorities.

2.
Wait for a response.

3.
If you do not receive a reply
within a reasonable time, you
can file a complaint with us.

In the complaint, you must state
how long you have been waiting
for a reply. It is important that
you enclose a copy of the writ-
ten reminder you have sent to
the prison authorities.

Submit your complaint to:

Sivilombudet, Postboks 3 sentrum, 0101 Oslo.

The prison staff cannot open the envelope and read what we write to you.

Examples of complaints

Complaint regarding long processing time
for application of leave of absence

I filed my application on April 1st, and three months have passed without any reply from the prison authorities. When I ask my contact officer, she tells me that my application is still being processed. I have not received any information about the reasons for the delay or a timeframe for when it will be finished. I have sent two written reminders to the prison authorities. Three weeks have passed since I sent the last reminder, and I have still not received any reply. I have enclosed copies of my application and my written reminders.

Can you help me?

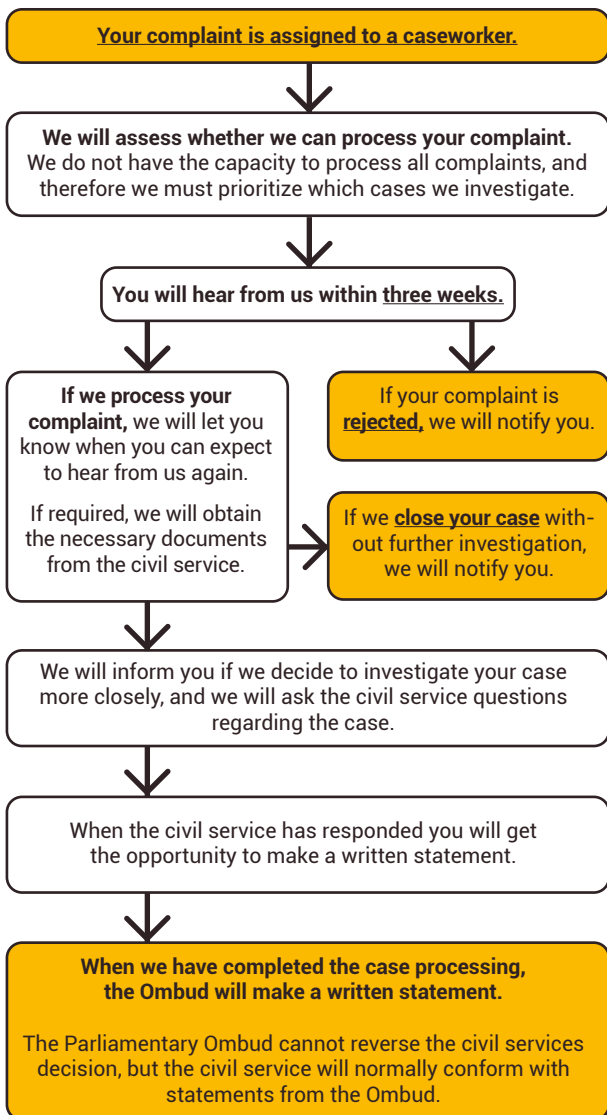
Complaint regarding decision of exclusion from
the prison community

The prison authorities made a decision to partially exclude me from the prison community for three days. I overslept and missed work, and they claimed that I had violated the rules of peace, order and discipline. I disagree with the decision. It was just an accident and I think the decision is too strict. Also, they have not considered my mental health issues. I struggle with depression and regularly see the prison psychologist. My situation deteriorates when I am excluded from the company of others.

I made a complaint to the regional office (Kriminalomsorgens regionskontor), but they rejected it. In my opinion, the regional office did not consider what I stated in my complaint. I disagree with the decision. I have enclosed copies of the decisions from the prison authorities and the regional office, and a doctor's note that confirms my mental health issues.

I hope the Parliamentary Ombud can look into my case.

What happens with your complaint?



The Parliamentary Ombud's National Preventive Mechanism

In addition to processing complaints from individuals, the Parliamentary Ombud has the role of a National Preventive Mechanism (NPM). The NPM visits prisons to prevent torture, and other cruel, inhuman or degrading treatment or punishment.

The NPM does not process complaints, nor do they visit prison solely based on complaints. But the information the Ombud receives through complaints, serves as valuable background information for choosing what prisons they visit.

Contact the Parliamentary Ombud

Telephone:

Call **22 82 85 00** for guidance on how to complain – or call our **Green number 800 800 39** for free*.

Our telephone hours are weekdays between 10 am and 2 pm.

*It's free to call a green number from a landline. Separate prices apply for mobiles.

Post:

Postboks 3 Sentrum, 0101 Oslo.

E-mail:

postmottak@sivilombudet.no