

Division 2: Parliamentary Commissioner for Administrative Investigations —

[Supplementary Information No A2.]

Question: Mr M. McGowan asked: I seek supplementary information about the complaints resolved and sustained in relation to Serco at Acacia Prison regarding the nature of the complaints and the outcomes that were achieved following the complaint process, without being given the details of the individuals.

Answer:

Complaints 1–16: Each complaint was signed by a different complainant but comprised of the identical typewritten complaint, and each complaint was dated the same day. The complaint related to the presence together of mainstream and protection prisoners, and visitors, including children, during prison visits. The outcome that was achieved following the complaint process was that the Prison reviewed and amended its relevant policies and procedures.

Complaint 17: This complaint related to disciplinary action arising from drug detection procedures. The outcome that was achieved following the complaint process was that the Prison reviewed and amended its relevant policies and procedures and that there would be appropriate consideration of redress.