



Mr James Colton
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19 April 2017

Dear Mr Colton

Re: Your complaint against the National Probation Service

Further to your recent correspondence I have been passed your request for a formal complaint to be investigated regarding the issues you have raised relating to the management of your case by named staff at the Norwich Probation office.

I am the Formal Complaints investigator for the South and South East Division of the National Probation Service. Norfolk is part of this Division. It is my responsibility to investigate your complaint and to do so I will fully review all of the paperwork relating to this matter and meet with all relevant people including yourself.

Firstly, I must point out that issues relating directly to the circumstances of your recall will not be investigated by the Complaints Department as these are issues resolved by an Oral Hearing.

I have copies of all correspondence relevant to your complaint and I will use these to assist me in my investigation. I understand, from reading your most recent letter, that you are requesting that this formal investigation focus on the following issues:

- You are of the view that probation staff have prevented you from maintaining your innocence.
- You are concerned that probation staff have presented false information to the parole Board.
- You believe the Licence condition restricting your use of the internet is neither necessary nor proportionate.
- You consider the Licence condition requiring you to attend appointments with a CPN is neither necessary nor proportionate.
- You believe that probation staff lied to you about the action the Police were taking with regard to your website.
- You consider that the complaint you raised about your television was dealt with inappropriately and that your Offender Manager has not discussed the findings with you.
- You consider that the factors identified as increasing your risk are invalid.

- You believe you have been forced to sign an agreement about your internet use under the threat of being returned to custody.

In order to discuss these issues and ensure I cover all points you wish to raise I have booked a room at the Norwich Probation office, on Palace Street on Friday 28 April 2017 from 11.00am. I am aware that you have reported to that office before and I trust it will be convenient to meet me at that office on that date. However, if this is inconvenient please contact me to arrange an alternative appointment. In the meantime I will look forward to meeting with you but if in the meantime you have any queries you wish to raise prior to us speaking please do not hesitate to contact me at my office

Yours sincerely

A handwritten signature in black ink, appearing to read 'Gordon Low', written in a cursive style.

Gordon Low
Senior Probation Officer
Formal Complaints Investigator