



Alexander Maconochie Centre (AMC)



PRISONER COMPLAINTS FORM

If you need assistance with completing this form, please contact a staff member.

A copy of this form is to be placed in the prisoners file AND the complaints file

Your details

Name

PID

Location

Have you discussed the issue with prison staff?

☒ Yes

☐ No

If NO, why not? Prior to filling in a complaints form, you should first see your Officer in Charge who will try to help you.

If YES, what was the outcome?

DECLINED AND TOLD TO JUST KEEP
APPLYING

Details of your complaint

Please describe the problem

I've been requesting visits with my partner and Father of our child, whilst my mother brings our daughter in to visit. They live in [REDACTED] which means they're unable to visit frequently. So when my mother does bring her we need to cease the opportunity. We are [REDACTED] parents and it is imperative that we see her. To keep our family together, & strong considering the circumstances. But this is not

Possible if we are continuously declined our requests. This outcome is punishing the child. And our punishment is having our Liberty taken from us. Not to be punished whilst being here.

What outcome are you seeking?

For my daughter to be able to see her parents together. For [REDACTED] to keep our relationship with our child as strong as we can whilst being in here. To make things easier for my mother who commutes [REDACTED] to get herself [REDACTED] here. For [REDACTED] to see her parents united and not separated. For her to know that we love her. To reassure [REDACTED] that things are going to be ok and that she is LOVED and cared for by both of us.

Signature of prisoner making complaint [REDACTED]

Date 5/7/13.

Please give this complaint form to the CO2 in your accommodation area.

Name: Albrighton

Rank: CO2/A

Signature: [REDACTED]

Date: 5/7/2013

* I know that [REDACTED] is on Box visits that are due to finish Sunday. But this shouldn't be reason enough to deny a child a visit with her parents.

Custodial Officer 2 to fill out:

Outcome of complaint/action taken

I have attached a copy of the request this complaint relates to. I discussed the decision made by the Superintendent with the detainee, as she was not happy with the outcome and requested this form.
As the decision was made by the Superintendent this complaint should be addressed by same.

Officer's Name and Rank A/co2 Albrighton.

Officer's signature



Date 5/7/13:

Complaint resolved

☐ Yes

☐ No

Prisoner Notified of Outcome
Prisoners Name (Printed):
Prisoners Signature:
Date: / /

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /

Review

If the complaint was not resolved at the CO2 level, the complaint was referred to:

- ☐ CO3
 ☐ Deputy Superintendent
☒ Superintendent
 ☐ Deputy Executive Director

Where resolution is not possible at the CO2 level, the CO2 will refer the complaint as soon as possible to the CO3. This process will continue to occur until such time as the complaint is resolved.

If the complaint was referred to CO3, Deputy Superintendent or Superintendent, please detail the outcome of the complaint below.

Outcome of complaint

The decision to Decline Detainee [REDACTED] is not a punishment outside the sanction imposed for breach of prison rules. Non Contact visit status is implemented for all visits hence the decision to decline. Once the status is altered, at completion of the sanction period. I would be supportive for such a request to be considered positively. Ongoing support for this would be conditional on detainee status.

This was explained on the original application.

Officer's Name and Rank General Manager (Superintendent)

Officer's signature [REDACTED] Don Taylor
General Manager
Custodial Operations
Alexander Macdonald Centre

Date 10/7/13

Prisoner Notified of Outcome
Prisoners Name (Printed):
Prisoners Signature:
Date: / /

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /



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Your details

Name

PID

Location

Have you discussed the issue with prison staff?

☒ Yes

☐ No

If NO, why not? Prior to filling in a complaints form, you should first see your Officer in Charge who will try to help you.

If YES, what was the outcome?

Details of your complaint

Please describe the problem

* Also the urine test used was faulty, the temp wasnt working so whos to say that other thing weren't???

and the lab results???

What outcome are you seeking?

My visits reinstated until and if I have been found guilty pending the lab results and been disciplined under the guidelines of the legislation, with the appropriate paperwork. And to have the opportunity to complete another test due to the first one being faulty which was noted by Miss Kelly

Signature of prisoner making complaint

Date 23/07/13

Please give this complaint form to the CO2 in your accommodation area.

Name: Kelly

Rank: CO2

Signature: [Redacted]

Date: 23 / 07 / 2013

* I'm also on Medication that affects the results of the test.

Custodial Officer 2 to fill out:

Outcome of complaint/action taken

At no time was it stated that the urine
test was faulty only that the temperature
was not valid. CO4 Johnston and Intel officers
have been to the women's area and
explained everything regarding this complaint

Officer's Name and Rank KELLY CO2

Officer's signature 

Date 23/07/13

Complaint resolved

☐ Yes

☐ No

Prisoner Notified of Outcome
Prisoners Name (Printed):
Prisoners Signature:
Date: / /

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /

Review

If the complaint was not resolved at the CO2 level, the complaint was referred to:

☒ CO3

☐ Deputy Superintendent

☐ Superintendent

☐ Deputy Executive Director

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Outcome of complaint

DOITINGE EXPLAINED CONSENT MANAGER
IS ONLY REQUIRED TO FACILITATE 1/2 HOUR.
NON-CONTACT VISIT PER INCELL CONTROL.
ACT CORRECTIONAL MANAGEMENT ACT.
IF URINE SAMPLE RETURNS POSITIVE RESULT
FROM LAB. TIME SPENT ON NON-CONTACT
WILL BE TAKEN INTO ACCOUNT FOR DISCIPLINE.

IAN FRAME


Custodial Officer Grade 3

Officer's Name and Rank Alexander Macglochrie Centre

Officer's signature _____

Date 25.1.7.2013

Prisoner Notified of Outcome
Prisoners Name (Printed): _____
Prisoners Signature: _____
Date: 26/1/13

Officer Notifying Prisoner of Outcome:	
Correctional Officer:	IRBY
Signature:	
Date:	26/7/13



Alexander Maconochie Centre (AMC)

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Your details

Name

PID

Location

Have you discussed the issue with prison staff?

☒ Yes

☐ No

If NO, why not? Prior to filling in a complaints form, you should first see your Officer in Charge who will try to help you.

If YES, what was the outcome?

Staff advised they had ben told by Buy-ups staff that area CO2 on Friday 6/9/13 had advised them not to bother bringing noodles in but to credit detainees account.

Details of your complaint

Please describe the problem

told them not to bother with my buy ups, when it is the only food item i purchased, he did so with out my approval and every one eleses got buy up got fixed who had a problem, ~~in~~ i dont eat the majority of food in which the area prepares so i would like it fixed for me, in the receipt it says it was purchased from

and brought hear. So where is it. i also missed the first buy up coming in so this is my first. i dont understand how 5 items can

Forward to Cog



V. Coe

7/9/13



--

What outcome are you seeking?

To get WoodedS. i dont eat the
majority of food and im
hungry

Signature of prisoner making complaint



Date 7.19.13

Please give this complaint form to the CO2 in your accommodation area.

Name: H. Small

Rank: CO2

Signature: 

Date: 07 10 9 / 20 13

Custodial Officer 2 to fill out:

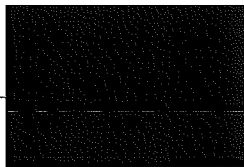
Outcome of complaint/action taken

I Spoke to Bep up & Their informed.
me that initially the bag was packed
with out the noodle and they
did not have any loose stock.
to issue to the betaine and
he would receive a request for
the item in question.

Officer's Name and Rank

M. Smell. CO3

Officer's signature



Date 07/09/13

Betaine informed
of outcome but he
wants to take it
further. [Redacted]
Smell.

Complaint resolved

☐ Yes

☒ No

Prisoner Notified of Outcome

Prisoners Name (Printed):

Prisoners Signature:

Date: / /

Officer Notifying Prisoner of Outcome:

Correctional Officer:

Signature:

Date: / /

Review

If the complaint was not resolved at the CO2 level, the complaint was referred to:

- ☒ CO3 ☐ Deputy Superintendent
☐ Superintendent ☐ Deputy Executive Director

Where resolution is not possible at the CO2 level, the CO2 will refer the complaint as soon as possible to the CO3. This process will continue to occur until such time as the complaint is resolved.

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Outcome of complaint

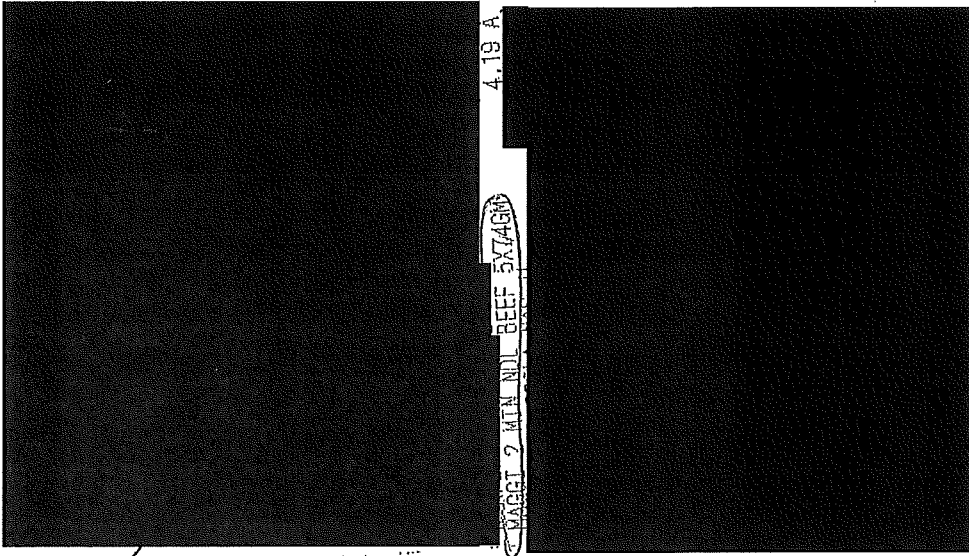
Officer's Name and Rank _____

Officer's signature _____

Date/...../.....

Prisoner Notified of Outcome
Prisoners Name (Printed):
Prisoners Signature:
Date: / /

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /



4.19 A

MACT 2 MIN NUL BEEF 5X74GM



Alexander Maconochie Centre (AMC)



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Name

PID

Location

Have you discussed the issue with prison staff?

☒ Yes

☐ No

If NO, why not? Prior to filling in a complaints form, you should first see your Officer in Charge who will try to help you.

If YES, what was the outcome?

Details of your complaint

Please describe the problem

EVER Since I came in to the A.M.C this officer has purposely and reluctantly made my life harder and frankly Im sick of it. I dont disrespect her I try to take a mature logic, resonable approach to her and what I ask of her but constantly get the same result she repeats private and personal information to other inmates in the yard which starts alot of conflict and has no right to do so. She always ignores my questions, requests and Im left to leave for a different officer to come, on, Im not one to put things to the last min because I have to wait for a different officer to come, on, Im not one to put

what I'm suppose to do in the situation and I do not understand why she is treating me in such a way and trying to make my life harder.

What outcome are you seeking?

for her to be spoken to and maybe asked about why or what reason she has to be doing these things. reminded how much drama can be caused by repeating private or personal information to other detainees? that she is not here to make friends with the detainees and have favourites in the yard. if she does it like me that's fine but surely there is a certain amount of respect that is not that hard to give to some one when there trying to establish some with that person?

Signature of prisoner making complaint

Date/...../.....

Please give this complaint form to the CO2 in your accommodation area.

Name:

Rank: CO2

Signature:

Date: 8 / 9 / 2013

the complaint form is about this officer so hence the reason I cant give it to her.

Thankyou.

Custodial Officer 2 to fill out:

Outcome of complaint/action taken

BB

On speaking with [REDACTED] I was informed at [REDACTED] time that [REDACTED] has not spoken to any one else about detainees personal issues & stated at no time would she [REDACTED] Det [REDACTED] is dealt with in the same professional manner as any other det and [REDACTED] will continue to do so. If complaints continue it will be dealt with as vicious complaints

Officer's Name and Rank EO3 B. Bungeyne

Officer's signature [REDACTED]

Date 10/9/13

Complaint resolved

☒ Yes

☐ No

Prisoner Notified of Outcome	
Prisoners Name (Printed):	[REDACTED]
Prisoners Signature:	[REDACTED]
Date:	10/9/13 [REDACTED]

Officer Notifying Prisoner of Outcome:	
Correctional Officer:	Bungeyne
Signature:	[REDACTED]
Date:	10/9/13 [REDACTED]

Review

If the complaint was not resolved at the CO2 level, the complaint was referred to:

☒ CO3

☐ Deputy Superintendent

☐ Superintendent

☐ Deputy Executive Director

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Outcome of complaint

Complaint resolved, detainee totally understood explanation & happy with result.

Officer's Name and Rank

CO3 PO Bungeya

Officer's signature

[Redacted Signature]

Date 10/9/13

Prisoner Notified of Outcome

Prisoners Name (Printed):

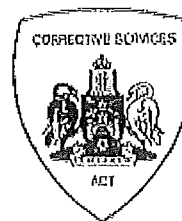
Prisoners Signature:

Date: / /

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /



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Name

PID

Location

Have you discussed the issue with prison staff?

☒ Yes ☐ No

If NO, why not? Prior to filling in a complaints form, you should first see your Officer in Charge who will try to help you.

If YES, what was the outcome?

Discussed this problem with [REDACTED], [REDACTED], and [REDACTED] many times over the past 3 months, but unable to get any clear answer from them.

Details of your complaint

Please describe the problem

1. I have been unable to write properly for 3 months due to painful left thumb. Tests which were ordered by [REDACTED] on [REDACTED] and by [REDACTED] on [REDACTED] have apparently never been booked or, if booked, only in the last day or so, thus causing delay in treatment. Meanwhile, thumb gets worse.
2. [REDACTED] was here on [REDACTED], [REDACTED], and [REDACTED] but refused to see me. I saw [REDACTED] on [REDACTED]. He promised to look into the delay and get back to me, but has not done so.

--

What outcome are you seeking?

1. If, as appears to be the case, there has been an unjustified delay in booking these tests, the problem should be fixed so that it does not happen again.
 2. I should not suffer a delay in treatment because of this error. The doctors should try their best to get these tests done URGENTLY to make up for lost time.
 3. This matter should be investigated URGENTLY, and I should be informed of the results by c.o.b. 9-8-13.
- | |
|--|
| |
| |
| |
| |

Signature of prisoner making complaint



Date 8/8/13

Please give this complaint form to the CO2 in your accommodation area.

Name:

Campbell

Rank: CO2

Signature:



Date: 8 / 8 / 2013

Custodial Officer 2 to fill out:

Outcome of complaint/action taken

Spoke with health on the 7/8/13
and asked to have Doctor see him.
Health stated that he would be
seen by Doctor on Monday the 12th
August. Detainee [REDACTED] informed, Stated
that this was unacceptable. Spoke with
health unit to enquire if [REDACTED] and
[REDACTED] had been booked. This
information could not be confirmed.
Health also stated if [REDACTED] attend
Site they would ask him to have a talk
to [REDACTED]. This did not occur.

Officer's Name and Rank Co2. Campbell

Officer's signature [REDACTED]

Date 8/8/13

Complaint resolved

☐ Yes

☒ No

Prisoner Notified of Outcome

Prisoners Name (Printed): [REDACTED]

Prisoners Signature: [REDACTED]

Date: 8/8/13

Officer Notifying Prisoner of Outcome:

Correctional Officer: Campbell

Signature: [REDACTED]

Date: 8/8/13

Review

If the complaint was not resolved at the CO2 level, the complaint was referred to:

☐ CO3

☒ Deputy Superintendent☐ Superintendent☐ Deputy Executive Director

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Outcome of complaint

Anthony Johnston
Operations Manager

Officer's Name and Rank Alexander Maconechie ^{Operations Manager}
Centre

Officer's signature


Date 13/8/13

DEAR MR. JOHNSTON.

I REQUEST A WORD TO CLARIFY PLS.

Prisoner Notified of Outcome
Prisoners Name (Printed): NOTIFIED DEANEE REQUESTED TO S
Prisoners Signature: WITH CO4 'JONASTON'
Date: 13/8/13 (RETURN TO SKW)

WARD
13.8.13

Officer Notifying Prisoner of Outcome:	
Correctional Officer:	WARD
Signature:	
Date:	13/8/13



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Name

PID

Location

Have you discussed the issue with prison staff?

☒ Yes

☐ No

If NO, why not? Prior to filling in a complaints form, you should first see your Officer in Charge who will try to help you.

If YES, what was the outcome?

 nothing they can do
 or sometimes have to use the bank
 as a well fare call.

Details of your complaint

Please describe the problem

 it is bull. how is on
 none of the phone list and also
 I got told it would be put on my
 phone list and taken off
 which never happened - so most
 of the time I need to call the
 or transfer money to my
 family I can't

What outcome are you seeking?

I wish to have access to call
 [REDACTED] when needed during
 approved hours.

I wish to have [REDACTED] on the jail
 call list

I wish to have [REDACTED] put on to
 my phone list and [REDACTED]
 numbers (two numbers) taken off
 so there is room for the [REDACTED]
 number.

Signature of prisoner making complaint

Date 5.18.13

Please give this complaint form to the CO2 in your accommodation area.

Name: KEM

Rank: CO2

Signature: [REDACTED]

Date: 05/08/2013

Custodial Officer 2 to fill out:

Outcome of complaint/action taken

<p>Phone officer was contacted and a request made to put [REDACTED] onto detainee's phone account. Detainee was already given a welfare call today and so another call was not being facilitated. Detainee was informed that if [REDACTED] number was not processed and on her phone account by tomorrow a call to the [REDACTED] would be facilitated.</p>

Officer's Name and Rank KELLY

Officer's signature [REDACTED]

Date 05 / 08 / 13

Complaint resolved

☐ Yes ☐ No

Prisoner Notified of Outcome
Prisoners Name (Printed):
Prisoners Signature:
Date: / /

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /

Review

If the complaint was not resolved at the CO2 level, the complaint was referred to:

- ☒ CO3
 ☐ Deputy Superintendent
☐ Superintendent
 ☐ Deputy Executive Director

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Outcome of complaint

██████	HAS BEEN PUT ON DETAINING
	PERSONAL PHONE LIST.
	NO DETAINING ARE ABLE TO DO
████████████████████	

Officer's Name and Rank

F. Williams

Officer's signature

████████████████████

Date *7.1.8.2013*

Prisoner Notified of Outcome

Prisoners Name (Printed):

████████████████████

Prisoners Signature:

████████████████████

Date: / /

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /



Alexander Maconochie Centre (AMC)



PRISONER COMPLAINTS FORM

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Your details

Name

PID

Location

Have you discussed the issue with prison staff?

☒ Yes

☐ No

If NO, why not? Prior to filling in a complaints form, you should first see your Officer in Charge who will try to help you.

Yes all officers were fine bar the young male officer with short brown hair the hero sprouted yesterday he ran

If YES, what was the outcome? fine yard.

was told go to my room tried to never layed a hand on him & he launched me into cupboard bench.

Details of your complaint

Please describe the problem

He is a standover prick who is cocky and had no reason to touch me My back is already brocken im in here for a lousy breech and he fucking hurt my back more just what I needed. Im not a smartarse to any officer yet he has been since I met him yesterday.

What outcome are you seeking?

An apology and him to ~~get~~ recieve
disciplinary action he shouldn't be in
here man handling [REDACTED] for no
reason. Camera footage will show.
I did nothing.

If he is not out of this yard,
[REDACTED] I want him
charged

Signature of prisoner making complaint

[REDACTED]

Date 25.9.13

Please give this complaint form to the CO2 in your accommodation area.

Name: McDONALD

Rank: CO2

Signature:

[REDACTED]

Date: 25 / 9 / 2013

Custodial Officer 2 to fill out:

Outcome of complaint/action taken

I spoke with [REDACTED] he told me that
DETAINEE [REDACTED] FAILED two CLEAR Directions.
DETAINEE [REDACTED] wants it taken FURTHER.

Officer's Name and Rank A/C 02 McDONALD

Officer's signature [REDACTED]

Date 25 / 9 / 2013

Complaint resolved

☐ Yes

☒ No

Prisoner Notified of Outcome
Prisoners Name (Printed):
Prisoners Signature:
Date: / /

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /

Review

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☐ CO3

☐ Deputy Superintendent

☒ Superintendent

☐ Deputy Executive Director

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Outcome of complaint

Issue discussed with det [REDACTED] by Deputy General Manager, det happy with the outcome, wishes to withdraw complaint.

Gordon Collins
Operations Manager

Officer's Name and Rank Alexander Maconochie Centre

Officer's signature

[REDACTED]

Date/...../.....

Prisoner Notified of Outcome

Prisoners Name (Printed):

Prisoners Signature:

Date: / /

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /

Alexander Maconochie Centre (AMC)

PRISONER REQUEST FORM

10729

Prisoner Name: [REDACTED]

Location: [REDACTED]

Subject: Complaint - re [REDACTED]Request Date: 23/9/2013

Office Use Only

Date form issued to Prisoner: / /

Issuing Officer: [REDACTED]

Please tick ☒ if you wish to see one of the following authorities:

- ☐ Case Manager; ☐ Chaplain; ☐ Official Visitor; ☐ Offender Services Manager; ☐ Medical;
☐ Superintendent; ☐ Other - please indicate (e.g. property, classification): _____

If you ticked an above box, please include your reasons below:

Provide request details: I wish to make a complaint against [REDACTED]
I think I spelt his name right. Last night at 8:30pm
I requested to see yard staff to get some pain relief for my [REDACTED]
He was rude & pretty much told me to fuck off & get some sleep.
I am [REDACTED] pain relief is important to me.

Do you wish to provide attachments to this request? ☐ Yes / ☒ No - Number of Pages: _____

Prisoner Signature: _____

CO1 Comments: Refer CO3Name: ADAM

Signature: [REDACTED]

Date: 23/9/13CO2/CO3 Comments: [REDACTED] TO SUBMIT REPORTName: G. HEIDMAN

Signature: [REDACTED]

Rank CO3 Date: 24/9/13

Deputy Superintendent/Superintendent Comments: _____

Name: _____

Signature: _____

Date: / /

I, _____ confirm that on / / , Officer _____

advised me of the outcome relating to my request. This request was ☐ approved / ☐ declined

Prisoner Signature: _____ Officer Signature: _____ Date: / /

Original: Blue: ACTCS

Copies: White: Prisoner, Pink: Receipt Book


ACT
 Government

Justice and Community Safety

See last page J. West.

Alexander Maconochie Centre (AMC)

OFFICER'S REPORT FORM

Date: 22/09/13	Time: 23:00 hrs (am / pm)
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Subject / Type of Incident: Response to a complaint by a prisoner.

Reporting Officer Details:

First Name: [REDACTED]
 Surname: [REDACTED]
 Grade: [REDACTED]

Witnessing Officers:

Name: CO1 K Campbell-Davis
 Name: _____
 Name: _____
 Name: _____
 Name: _____

Prisoner(s) Full Name and PID:

Name: [REDACTED]
 Name: _____
 Name: _____
 Name: _____
 Name: _____

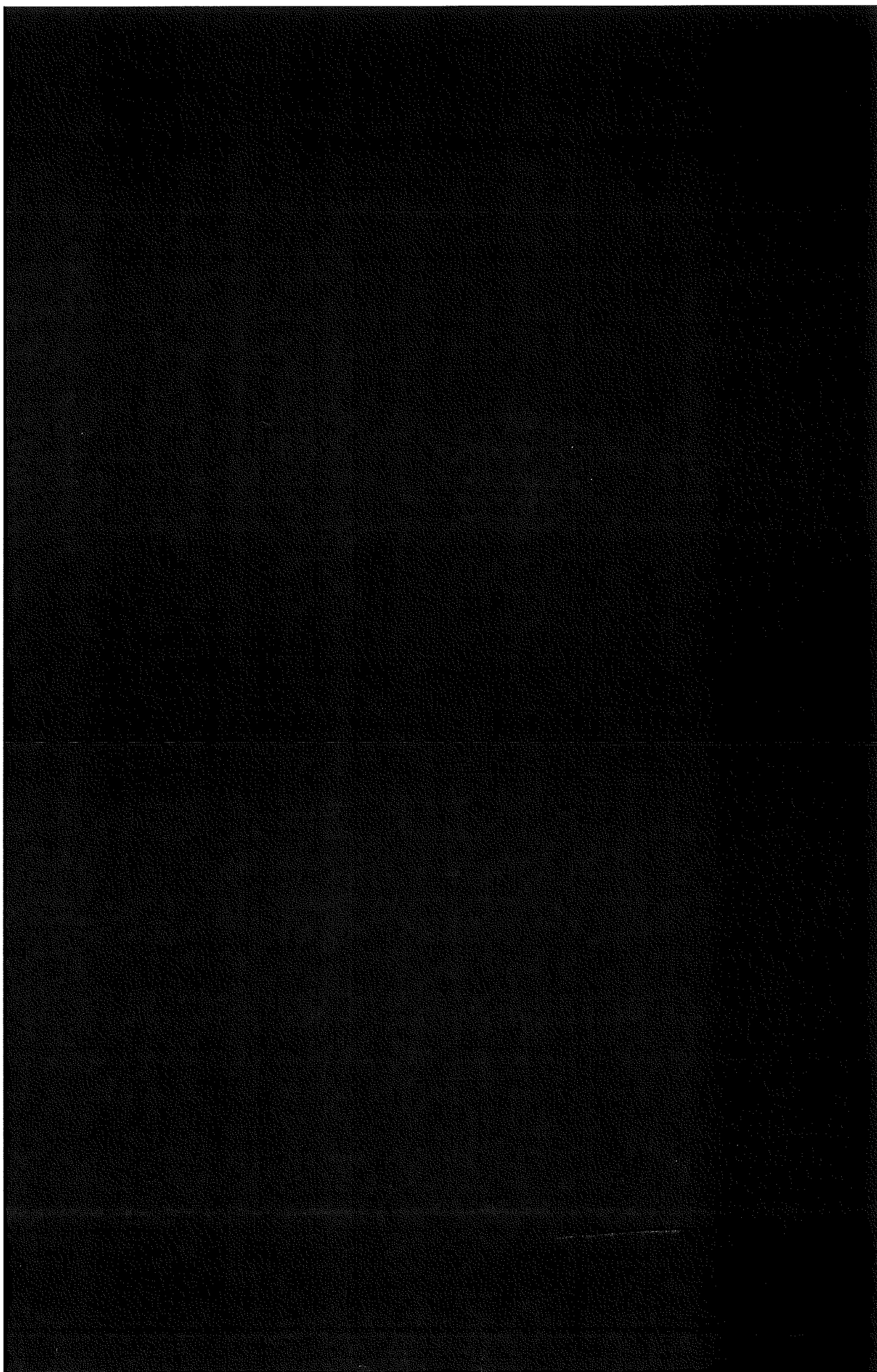
Corrections Officer Report:

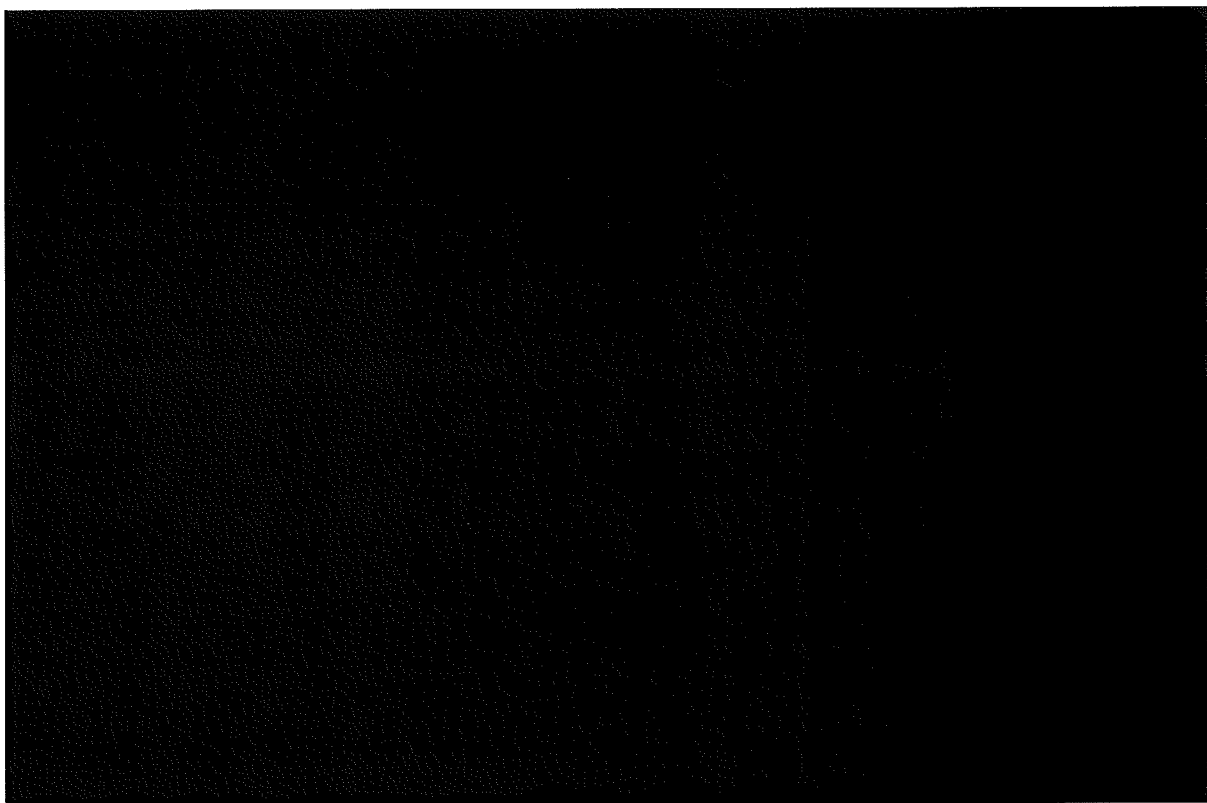
Sir

On Sunday 22-09-2013 at about 2300 hrs, I was performing my duty in MCR when I received an intercom call from prisoner [REDACTED] in [REDACTED]. [REDACTED] said to me, "Could you get the guard to check for my night medication from the nurse, chief?" I notified CO1 Tivalu on the radio of the situation. CO1 Campbell-Davis phoned and informed me of what appeared to be a ploy to get some attention to light his cigarette. Apparently, [REDACTED]'s been doing the same ploy with other officers, such as, CO1's ORegan, Tivalu and Campbell-Davis. I said to [REDACTED], "You've been told by other officers that there's no medications left for you, stop bothering us and try to get some sleep." [REDACTED] said to me, "I don't need your fucking attitude, don't tell me to go to sleep." I want to know your name so I can put in a complaint against you." At no time that I verbally abused [REDACTED] during the whole incident. When I spoke to CO1 Tivalu regarding [REDACTED], officer Tivalu said to me that all he's wanted was to get a light for his cigarette. For your information.

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Signature:		Date:	01/10/2013
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ACT
Government

Justice and Community Safety

8-6

Alexander Maconochie Centre (AMC)

OFFICER'S REPORT FORM

Date: 22/09/2013	Time: 20:50 hrs (am / pm)
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Subject / Type of Incident: Complaint against [REDACTED] by Detainee [REDACTED]
--

Reporting Officer Details:

First Name:	Karan
Surname:	CAMPBELL-DAVIS
Grade:	CO1

Witnessing Officers:

Name:	
Name:	
Name:	
Name:	
Name:	

Prisoner(s) Full Name and PID:

Name:	[REDACTED]
Name:	
Name:	
Name:	
Name:	

Corrections Officer Report:

On Sunday 22/09/13, I worked nightshift at the AMC, commencing duty in MCR. About 2050hrs I received an intercom call from [REDACTED]. A detainee identifying himself as [REDACTED] complained of [REDACTED] and requested pain relief. I informed him that unless there had been medication left for him in the nightbox, the yard officer would have to contact the Night Senior for Panadol, in which case there may be a delay in getting it, but that I'd relay his request to the yard officer. Accordingly, I notified the Remand Officer, who was CO1 O'Regan at that time.

Approximately 2200hrs, I received a second intercom call from [REDACTED], who enquired as to whether there was a "guard" in the Remand Unit at that time. When asked why, he again stated he wanted pain medication. I then telephoned CO1 O'Regan, who advised that she was unable to locate any medication for [REDACTED], and that when she did the 2100hrs observations round she had only been asked for a light - not for the CO2 to bring Panadol.

About 2300hrs, I had rotated to duty as CSU officer when I heard the MCR officer [REDACTED] radio the Remand officer (Tivalu) to attend RU1 cell 6 on his next round regarding a request for pain relief. I then rang MCR and informed [REDACTED] of what appeared to be a ploy to get cigarettes lit rather than a legitimate request for medication. Whilst I was still on the telephone I heard [REDACTED] use the cell intercom and speak to Detainee [REDACTED], telling him, "I've just spoken to the other officer and you've already been told there was nothing left for you, so stop bothering us and go to sleep". [REDACTED] responded

by demanding to know [REDACTED] name and threatening to lodge a complaint against him, stating, "I don't need your fuckin' attitude, so don't tell me to go to sleep", or words to that effect. At NO TIME did I hear [REDACTED] use expletives whilst speaking to the detainee.

Prior to the completion of this shift I became aware that when CO1 Tivalu attended the cell to speak to Detainee [REDACTED] regarding his latest call for pain relief, he was only asked to light a cigarette. I recommend that Detainee [REDACTED] be given a formal warning regarding misuse of the emergency intercom system - as it's becoming commonplace on nightshift for detainees to request for officers to attend their cell to issue Panadol, only to discover the real reason is to ask them to light cigarettes.

Signature:	[REDACTED]	Date:	01/10/2013
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Comments (CO2 and CO3)

Detainee [REDACTED] informed that the matter is finalised and requires no further action.

Name: J. West

Signature: [REDACTED] Date: 6 / 10 / 13

Comments (Deputy Superintendent)

Reports noted, No further action.

Name: Gordon Collins
Operations Manager
Alexander Maconochie Centre

Signature: [REDACTED] Date: 07 OCT, 2013

Comments (Superintendent)

Name:

Signature: _____ Date: / /



Alexander Maconochie Centre (AMC)



PRISONER COMPLAINTS FORM

If you need assistance with completing this form, please contact a staff member.

A copy of this form is to be placed in the prisoners file AND the complaints file

Your details

Name

PID

Location

Have you discussed the issue with prison staff?

☒ Yes

☐ No

If NO, why not? Prior to filling in a complaints form, you should first see your Officer in Charge who will try to help you.

If YES, what was the outcome?

 Nothing & the first complaint form &
 Bluey went missing

Details of your complaint

Please describe the problem

 the way in which we were searched
 in a property & damageing Both Jail
 property & personal property inmate

 auld lost Sause, Herbs, Noodles.

Other inmates we had eggs Broken custard powder
 tip out Butter other noodles milk & want
 to no what can Be done about this

What outcome are you seeking?

We understand we in Jail & Searches are Necessary But the way in which we were treated & the Damage & mess they made was Not appropriate and also wasting/Damage personal items that we paid for we want some type of Reason & want to ensure that this doesn't Happen to us again

Signature of prisoner making complaint

Date: 25.9.13

Please give this complaint form to the CO2 in your accommodation area.

Name: MANNING

Rank: CO2

Signature:

Date: 29/9/2013

Custodial Officer 2 to fill out:

Outcome of complaint/action taken

Forwarded to CO3 for discussion with Officers
that conducted the Search.

Officer's Name and Rank CO2 MANNING

Officer's signature



Date 29.1.9.2013

Complaint resolved

☐ Yes

☒ No

Prisoner Notified of Outcome
Prisoners Name (Printed):
Prisoners Signature:
Date: / /

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /

Review

If the complaint was not resolved at the CO2 level, the complaint was referred to:

☒ CO3

☐ Deputy Superintendent

☐ Superintendent

☐ Deputy Executive Director

Where resolution is not possible at the CO2 level, the CO2 will refer the complaint as soon as possible to the CO3. This process will continue to occur until such time as the complaint is resolved.

If the complaint was referred to CO3, Deputy Superintendent or Superintendent, please detail the outcome of the complaint below.

Outcome of complaint

<p>DETAINEE SPoken TO, THEY OUTLINED THEIR CONCERNS. THEY WERE UNABLE TO IDENTIFY DIRECTLY THROUGH THEIR OBSERVATIONS AS TO WHICH OFFICER DID DAMAGE IF ANY. OFFICERS INVOLVED IN SEARCH SPoken TO IN REACTION TO CONDUCTING ^{PROSECUTION} PROSECUTION. WHEN CONDUCTING SEARCHES</p>

Officer's Name and Rank

IAN FRANK
Custodial Officer Grade 8
Alexandria Detention Centre

Officer's signature

Date 8.../10/2011

Prisoner Notified of Outcome

Prisoners Name (Printed):

Prisoners Signature:

Date: / /

DETAINEE

Officer Notifying Prisoner of Outcome:
Correctional Officer:
Signature:
Date: / /

SEARCHER'S IN [REDACTED]

①

12450

at approximately at 2am 22-09-013 a officer's entered [REDACTED] to conducted searcher's upon entering officer's yelled and sweat at inmate's to get up against wall they then take us one at a time in to the bathroom area were we where to strip-searched.

they were 4 to 5 officer's surrounding us why'll one officer was giving directions to remove our clothing this was intimidating as normally there is one officer and one supervising why there was five was a form of intimidation once the strip searcher's were completed we were then lock out on [REDACTED] balcony and then they processed one at a time to take us to our room's and conduct room searcher's in which they were performed. violently ~~disrespectfully~~ destructively personal items were thrown in middle of floor and broken and walked over and Ashtray's empty on clean bedding.

once room's were searched we were then told to stay in our room's with our door's closed and not to come outa our room's and while our door's were closed ~~was~~ we all heard stuff getting thrown on the floor of the Kitchen area and stuff getting

(2)

Smashed on the floor and personal food products from our buyups was Smashed on ground floor's in Kitchen area.

Also when we come outa our room's the bin's were tipped all outa on our food products from personal buyups, and also the microwave was push off the bench and Smashed on the floor with glass every were.

And we ask officer's walls the go with the Smash up Stuff every were and they said you's can deal with it, its your problems Now and we ask when officers come back and ask them they stated they tipped over it or something and started laughing.

Officer's that present are as follow's



Alexander Maconochie Centre (AMC)

PRISONER REQUEST FORM

12450

Prisoner Name: [REDACTED]

Location: [REDACTED]

Subject: Sreacher's unprofessionalRequest Date: 22/09/013

Office Use Only:

Date form issued to Prisoner: / /

Issuing Officer: [REDACTED]

Please tick ☒ if you wish to see one of the following authorities:☐ Case Manager; ☐ Chaplain; ☐ Official Visitor; ☐ Offender Services Manager; ☐ Medical;☐ Superintendent; ☒ Other – please indicate (e.g. property, classification): _____

If you ticked an above box, please include your reasons below:

Provide request details: the way the Sreacher's were conducted
were both unprofessional and violating
procedure in the manner it was conducted
i.e. schedule as follows (signatures on other
attachment letter)

Do you wish to provide attachments to this request? ☒ Yes / ☐ No – Number of Pages: 2

Prisoner Signature: [REDACTED]

CO1 Comments: _____

Name: _____ Signature: _____ Date: / /

CO2/CO3 Comments: _____

Name: _____ Signature: _____ Rank _____ Date: / /

Deputy Superintendent/Superintendent Comments: _____

Name: _____ Signature: _____ Date: / /

I, _____ confirm that on / / , Officer _____

advised me of the outcome relating to my request. This request was ☐ approved / ☐ declined

Prisoner Signature: _____ Officer Signature: _____ Date: / /

Original: Blue: ACTCS

Copies: White: Prisoner, Pink: Receipt Book