



HM INSPECTORATE OF PRISONS

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**HM Chief Inspector of Prisons
PETER CLARKE CVO OBE QPM**

Maurice Kirk
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CF35 6AP

03 August 2018

Dear Mr Kirk

Thank you for your letter received on the 27 July 2018 regarding your experience at HMP Parc.

Unfortunately, I cannot intervene in individual cases, as my role is to inspect the prisons in England and Wales and to report on what I find when I am there.

I suggest that you make a complaint about the problems that you describe using the prison's internal complaints system. If you feel that the complaint has not been dealt with satisfactorily, you can contact the Prisons and Probation Ombudsman who is able to investigate individual complaints, including complaints about healthcare, once the internal complaints process at the prison has been exhausted. The Ombudsman's address is: **Prisons and Probation Ombudsman, PO Box 70769, London SE1P 4XY**. I have included a leaflet in this letter which outlines the complaints process of the Ombudsman.

With regards to the healthcare problems you describe, you can make a complaint to the healthcare provider at the prison, which in this case is Bridgend Community Healthcare Council. You can address your complaint to: **Bridgend Community Health Council, Brittanic House, Llandarcy, SA10 6JQ**. Alternatively, you can send a complaint to the Local Health Board for HMP Parc. The address for the Local Health Board is: **Bridgend Local Health Board, North Court, David Street, Bridgend, CF31 3TP**.

I will place your letter in our intelligence file to inform our next inspection of HMP Parc.

Thank you again for your letter, and I am sorry that I cannot be of more help.

Yours sincerely

PETER CLARKE

Our ref: Kirk A296-18 Parc

03/08/18-