



4th September 2018

Dear Mrs Wallsgrove,



I write to ask why my telephone is unable to contact the exchange at HMP Parc. Only once have I held on for many minutes waiting for a line to be free. I quickly learnt that this was a devise to exclude calls from this number and possibly make money for G4S . Over the last nine months I have only called the prison about twelve times.

I fear that I am being excluded after I thanked the weekend medical department for sending my elderly brother to the emergency department at The Princess Hospital at Bridgend. He had been injured five weeks earlier by staff who slammed his ankle in his cell door. His livid injury required at least twelve stitches. As a veterinary surgeon my brother had been asking for any kind of medical help from the time of the incident. **He was ignored for five weeks.**

He watched his injury carefully as he was fearful of sepsis. At last a medical officer took the time to look at the injury and realised what was required. My brother had pleaded daily for medical attention, using the computer when he was able to reach it under his own steam. He realised that at the weekend , when other inmates took spice and similar products, medics appeared in their numbers. This was the only time he spoke to a qualified medic. I thank the Lord that at least one person took him seriously and sent him for professional attention.

I would appreciate a cogent reason why my telephone has been barred from your system. If there is no reason please reinstate my telephone contact as I am the prisoner's sister and possibly named as his next of kin.

Yours sincerely

Director
HMP Parc
Hoel Hopcyn
BRIGEND
CF35 6AP

Mrs. Celia Jeune

South Wales

