

WPQ 66408 (2024)

Appendix One: Breakdown of prisoner general complaints (PC.01), prisoner allegations against staff (IR.07) and prisoner health complaints by prison and category for the month of September 2024.

Table notes:

- Corrections has recently begun publicly releasing detailed information about offender complaints, including context about how different types of complaints are managed and reported. The most recent update, from October 2024, is publicly available here on our website here:
https://www.corrections.govt.nz/resources/statistics/complaints_statistics.
- Corrections is progressively centralising different complaint types. Auckland South Corrections Facility does not record its Prisoners Allegations Against Staff and Prisoner Health Complaints in the same centralised systems as Corrections prisons, as it is managed and staffed by Serco, and those records are therefore not captured in the figures below.

Prison	Prisoner General Complaints (PC.01)	Prisoner Allegations Against Staff (IR.07)	Prisoner: Health Complaints
Arohata Prison	67	5	3
Auckland Region Women's Corrections Facility	332	51	2
Auckland South Corrections Facility	100	-	-
Auckland Prison	356	142	16
Christchurch Men's Prison	145	33	5
Christchurch Women's Prison	62	18	7
Hawkes Bay Regional Prison	202	24	7
Invercargill Prison	34	6	6
Manawatu Prison	107	25	3
Mt Eden Corrections Facility	352	150	5
Northland Region Corrections Facility	113	31	13
Otago Corrections Facility	258	25	28
Rimutaka Prison	265	43	22
Rolleston Prison	149	39	11
Spring Hill Corrections Facility	358	32	4
Tongariro Prison	58	1	0
Waikeria Prison	124	13	5
Whanganui Prison	100	13	17