

**Are you unhappy with
a response from the
Northwest Territories
Correction Service?**

**The Investigations and
Standards Office
may be able to help.**



**NWT Investigations
& Standards Office**

PO Box 1320
Yellowknife, NT X1A 2L9
Phone: 1-867-766-7800
Toll Free: 1-888-767-9072

iso@gov.nt.ca

<https://www.justice.gov.nt.ca/en/divisions/corrections-division/iso/>



**NWT Investigations
& Standards Office**

INDEPENDENT • IMPARTIAL • CONFIDENTIAL • FREE

What does the Investigations and Standards Office (ISO) do?

1. Provides independent oversight of the Northwest Territories Corrections Service by carrying out investigations and inspections.
2. Recommends improvements to policy, procedures and correctional practices.
3. Reviews inmate discipline on appeal.
4. Reviews complaints from inmates or people on probation or parole about unfair decisions or treatment while under the care of the Corrections Service.

What are some things the ISO can help with:

Discipline
Segregation
Health services
Safety
Visits
Programming
Exercise

ISO has unrestricted access to:

Inmates
Documents
Correctional centres

ISO can ask corrections staff to:

Answer questions
Provide information
Provide evidence

How can I make a complaint?

1. If you think you are being treated unfairly or want to appeal a review, follow the NWT Corrections Service's complaint process.
2. If you think the problem is still not solved, you can fill out an official complaint form at www.website.com or request a form from a Corrections staff member.
3. You can also contact:

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The ISO is independent and will give your complaint careful and fair consideration.

The ISO **cannot** deal with complaints about:

- Court decisions (e.g. length of sentence)
- Decisions of judges or justices of the peace
- Parole Board decisions
- Medical decisions of psychiatrists, doctors, dentists (e.g. prescriptions)
- Private businesses, private lawyers, or private disputes between individuals
- Federal government matters (e.g. RCMP)