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

2nd Floor, Wright Centre
203, 62 Woodland Dr.
Hay River NT, X0E 1G2
Phone: 1-867-874-2104
Toll Free: 1-888-767-9072

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

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.

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. you can request a form from a Corrections staff member.

3. You can also contact:

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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

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)