

## Violence and aggression will not be tolerated



Acts of violence, physical aggression, threats and verbal abuse against our staff or anyone using our buildings are completely unacceptable, the assistance of the PSNI may be sought, and legal action pursued. We reserve the right not to interview any person we believe to be behaving in an unacceptable way or whom we believe is under the influence of alcohol or illicit drugs. We work hard to provide you with an excellent service, and deserve to be treated, as we treat you, with respect and courtesy.

## If you are dissatisfied with the service you receive



If for any reason you feel you have not received a satisfactory service, please talk to the member of staff involved or contact his or her Manager. If you do not wish to do this for any reason or if having done so, you are still dissatisfied, please notify:

### The Complaints Officer

PBNI Headquarters  
80-90 North Street  
Belfast BT1 1LD

**Telephone:** 028 9052 2522

**Email:** [complaints@probation-ni.gov.uk](mailto:complaints@probation-ni.gov.uk)

The Complaints Officer will acknowledge your complaint within five working days and it will be investigated in accordance with Probation's Complaints Policy and Procedures.

If you need assistance please contact the Complaints Co-Ordinator at 028 9052 2661.

Please keep this leaflet for information and reference purposes.

This leaflet may be produced in different formats on request.

## Contact

PBNI HQ  
80-90 North St  
Belfast BT1 1LD

**Phone:** 028 9052 2522

**Email:** [info@probation-ni.gov.uk](mailto:info@probation-ni.gov.uk)

**Web:** [www.pbni.org.uk](http://www.pbni.org.uk)

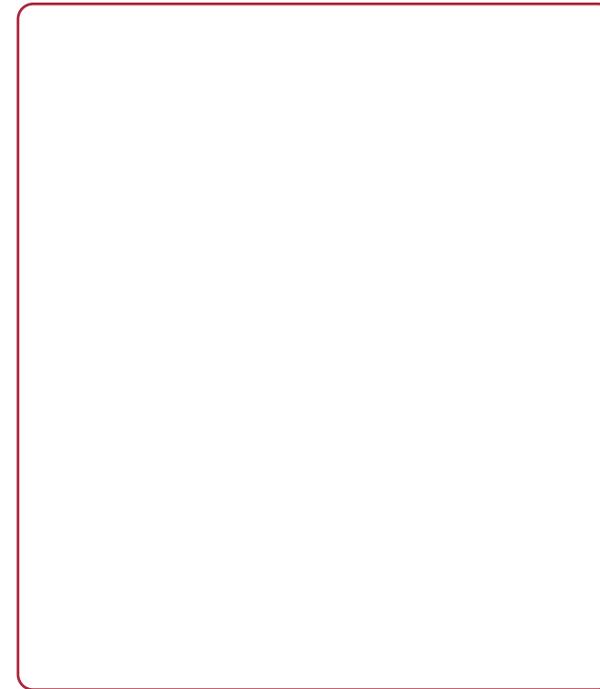
**Twitter:** @PBNINews

### Deaf or Hard of Hearing?

**You can call us through Relay UK.**

**Go to [Relayuk.bt.com](http://Relayuk.bt.com)**

Your local office details are:



**CHANGING LIVES**  
Putting Justice, Mental Health, Addiction and Victim support services at your fingertips.

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# Probation Order

This leaflet explains what a Probation Order is, what it means for you and what to do if you are dissatisfied with the service you receive.



**Changing Lives for Safer Communities**



## What is a Probation Order?



A Probation Order is an agreement between you and the Court regarding your future conduct and it can be made for between six months and three years. A Probation Order can be made in a Youth, Magistrates, Crown or Appeal Court.

## Who supervises the Probation Order?



The Probation Board for Northern Ireland (PBNI) has responsibility for the supervision of the Order and you will have a Probation Officer assigned to you.

## What happens if I re-offend whilst on Probation?



Reoffending whilst on probation is a very serious matter. If you re-offend whilst on a Probation Order and the Court finds you guilty of the new offence, a Pre-Sentence Report may be prepared to assist the Court in dealing with the new offence. This will include details of how you have got on during supervision.

## What do I have to do on a Probation Order?



You will have to keep appointments with the Probation Officer. This may include visits to your home. You will have to let the Probation Officer know if you move address or change jobs.

You will be expected to stay out of trouble and a plan will be agreed to help you not to reoffend in the future. This plan may include:

1. Understanding the harm caused to the victim(s) of your offence.
2. Undertaking training to improve your work skills.
3. Undergoing programmes for addiction problems or behaviour problems, for example to help with anger management.
4. Taking part in constructive activity or any useful activity which helps you keep out of trouble, like volunteering, learning new skills, taking up a sport, or joining a club.

## What happens if I do not keep to the Order?



If you do not keep to the Order as agreed, Probation Officer may decide to bring you back to Court.

## What is expected of you?



We will treat you with respect and courtesy and will expect the same from you. We will not interview anyone who we believe to be behaving in an unacceptable way, or whom we believe is under the influence of alcohol or drugs.

## Retaining & Holding Your Information



We will only retain your information for as long as necessary and for the purposes we have described. Your Information will be held in accordance with our Retention and Disposal Schedule, which is available on our website at [www.pbni.gov.uk](http://www.pbni.gov.uk).

## Your Information Rights



Probation will hold information about you in both paper and electronic format. This may include details of the offence(s) with which you have been charged, your personal circumstances, next of kin and risk management plan.

Your information may be shared with a number of organisations and individuals relating to your offence. This can include your solicitor, Court Service, Public Prosecution Service, Prison Service, Department of Justice, Social Services, Health Trusts, etc.

We will not share your information outside Probation unless you agree; or the law requires us to do so; or the law allows it and we believe it is important to do so.

You have a number of rights to access your personal information. These rights are outlined in our Privacy Notice.

Please ask your Probation Officer for a "Privacy Notice for those under PBNI supervision" leaflet.