

Information for prisoners in Hämeenlinna Prison

Hämeenlinna Prison

Public

1.6.2021



Contents

1 General	3
1.1 Information on the prison.....	3
1.2 Personal official and induction.....	4
1.3 Sentence plan	4
2 Remand imprisonment.....	4
3 Prison sentence and the objective of enforcement.....	6
3.1 Decision on term of sentence	6
3.2 Probationary liberty under supervision	6
4 Basic care and accommodation	7
4.1 Clothing, linen, clothing maintenance, and cleanliness.....	7
4.2 Catering and prison canteen	7
4.3 Smoking.....	8
5 Possession of property	8
5.1 Goods in possession.....	8
5.2 Delivery of goods to prison.....	9
5.3 Handing over goods to be taken outside the prison.....	9
6 Contacts with the outside world	10
6.1 Use of telephone.....	10
6.2 Letters and postal items	10
6.3 Receiving email.....	11
6.4 Use of internet and online workstations.....	11
7 Income and use of money	12
7.1 Income	12
7.2 Use of money.....	12
8 Visits.....	13
9 Prison leaves.....	14

9.1 Prison leave based on the length of the term of sentence	14
9.2 Prison leave for an important reason.....	15
9.3 Prison leave for a particularly important reason.....	15
10 Participation in activities	15
10.1 Work activities.....	16
10.2 Studying.....	16
10.3 Rehabilitation activities.....	16
10.4 Online services	17
10.5 Exemption from the obligation to participate in activities for a fixed period	17
11 Free time	17
11.1 Free-time activities.....	17
11.2 Library.....	18
11.3 Religious activities.....	18
12 Health care	18
13 Behaviour in prison.....	19
14 Right to file a complaint or request an administrative review.....	20
14.1 Filing a complaint	20
14.2 Contents of a complaint.....	20
14.3 Sending a complaint to an authority overseeing legality	20
14.4. Request for an administrative review.....	21
15 Staff and managing affairs.....	21

1 General

1.1 Information on the prison

You have arrived in Hämeenlinna Prison. Hämeenlinna Prison is a closed prison for sentenced prisoners, remand prisoners and fine default prisoners.

You are now reading the information leaflet of Hämeenlinna Prison. The purpose of this leaflet is to tell about the operation of this prison and the practices linked to remand imprisonment and serving a sentence. You should also read the prison order, which contains provisions that you must follow. Each ward has a daily schedule, where you can find the timetable of the ward, including the opening and closing of the cell doors, outdoor exercise times, mealtimes, and activity hours. The provisions on imprisonment, i.e., the acts, decrees, and a list of the regulations and instructions are available in digital form on your cell terminal, which is the laptop in your cell. You can also ask the staff of the ward to give you the regulations and instructions.

You can also find a list and contact information of the authorities overseeing the operation of prisons on your cell terminal.

Foreign prisoners and remand prisoners can be in contact with the diplomatic or consular mission of their home country and, where possible, they are provided with interpretation services. In the case of remand prisoners, contact with the diplomatic mission may be restricted only for a particularly important reason related to the clarification of the offence.

In all unclear matters, you can turn to the staff.

Contact details for Hämeenlinna Prison:

Street address: Hämeenlinna Prison, Pikku-Parolantie 7, 13100 Hämeenlinna

Postal address: PO Box 181, 13101 Hämeenlinna

Telephone: +358 29 56 81500 (exchange)

Email: hameenlinna.vankila@om.fi

Email to a prisoner: hameenlinna_vankiposti.vankila@om.fi

1.2 Personal official and induction

You are appointed a personal official for the duration your prison sentence and remand imprisonment. The personal official takes care of the smooth progress of your prison term and remand imprisonment and is actively present in the daily life. You can discuss issues concerning you with the personal official, such as the preparation of permission (for example, prison leaves and visits), the use of online services, and other everyday matters as well as the goals of the sentence plan and how to advance and achieve them.

When you arrive in prison, you will be told about the everyday practices of the prison and placed in an accommodation ward, where you will be told more about practices in the ward. The induction is carried out by the personal official appointed to you or some other member of the staff working in the ward.

1.3 Sentence plan

If you are serving a prison sentence, an individual sentence plan is drawn up for you before you arrive in prison. The plan can be specified in prison. The sentence plan guides the serving of the sentence term, release, and conditional release. The sentence plan includes goals you should try to achieve during your sentence term. The sentence plan and the offered options determine in which activities you will be placed in prison. You can influence the progress of your sentence plan by working together with the staff towards the goals set out in the sentence plan. The progress of the sentence plan affects, among other things, prison leaves and placements in an open prison or probationary liberty under supervision. The realisation of the sentence plan is monitored regularly and reviewed at least three times a year.

Sentence plans are not drawn up for remand prisoners before their arrival in prison but, with the consent of the remand prisoner, the preparation of a sentence plan may be initiated already during the remand imprisonment.

2 Remand imprisonment

Remand imprisonment is not a punishment, but a coercive measure implemented during a criminal investigation and trial. The purpose of remand imprisonment is to secure the

criminal investigation, court proceedings, and enforcement of a sentence and to prevent the remanded person from continuing criminal activities. Remand imprisonment is ordered by a court that decides to remand a suspect of an offence. Remand imprisonment ends when a court, a prosecutor, or the police (or other official with the power of arrest) releases the remand prisoner. Remand imprisonment ends at the latest when the judgment of a district court becomes final. If the judgment of a district court is appealed, remand imprisonment continues until the judgment of a court of appeal is issued. However, if a remand prisoner is sentenced to imprisonment, the remand prisoner may consent to the enforcement and abide by the judgment as regards the sentenced imprisonment even before the judgment has become final. In that case, the sentenced person starts serving the imposed sentence of imprisonment and the person's status changes from a remand prisoner to a prisoner.

The rights and obligations of remand prisoners are partly different from those of sentenced prisoners, for example, remand prisoners' communications may be restricted under the prerequisites laid down in the Coercive Measures Act. The restriction of communications may contain restrictions on correspondence, the use of the telephone, meetings or other contacts outside the prison, or association with a certain apprehended, arrested or remanded person. The restriction of communications connected with remand imprisonment and the extension of the restriction is decided by the court. Remand prisoners cannot be given permission to carry out, among other things, civilian work, studies, or other supervised activities outside the prison. Moreover, remand prisoners cannot be placed in an institution outside the prison.

If a remand prisoner is sentenced to unconditional imprisonment for an offence for which the remand prisoner was imprisoned, the period of remand imprisonment is deducted from the sentence of imprisonment. If a remand prisoner has been unduly imprisoned, the person is entitled to compensation for the loss of liberty from the State. Compensation is applied for from the State Treasury.

Remand imprisonment can start unexpectedly and so that you have not had time to prepare for it. You can turn to the staff in all unclear matters.

3 Prison sentence and the objective of enforcement

The objective of the enforcement of imprisonment is to increase your readiness to lead a life without crime by promoting your reintegration into society. The members of the prison staff work with you in various ways based on their job descriptions towards this objective. The aim of the work is to promote your physical, mental, and social well-being and help you to achieve the goals set for the term of your sentence. If you have any questions, you can always turn to your personal official or other member of the prison staff.

3.1 Decision on term of sentence

The Enforcement Unit makes a decision on your term of sentence at the beginning of your imprisonment. The decision includes the grounds for calculating the term of sentence, the date when the prison sentence or the conversion sentence for unpaid fines is served, the date of conditional release or other release, and the end date of the probationary period. In addition, the decision includes the earliest date for a prison leave granted based on the length of the term of sentence.

A decision concerning the term of sentence of those serving a sentence of life imprisonment includes the earliest date when the prisoner may be conditionally released. A decision concerning a combination sentence indicates the supervision term and its start date.

3.2 Probationary liberty under supervision

Placement in probationary liberty under supervision is possible at the end of the sentence term if the conditions for probationary liberty under supervision are met. You can be placed in probationary liberty under electronic supervision a maximum of six months before your conditional release. Preparations for probationary liberty under supervision are made carefully together with the prison staff. You can influence the possibility of probationary liberty under supervision by being active and working together with the staff towards the goals set out in the sentence plan and by behaving properly during your sentence term. You can also apply for probationary liberty yourself.

The staff members of your ward can tell you more about probationary liberty.

4 Basic care and accommodation

4.1 Clothing, linen, clothing maintenance, and cleanliness

You can wear your own clothes in prison. The use of the prisoners' own clothes may, however, be restricted based on, among other things, the prison order. If the possession of a piece of clothing is restricted, you have the right to get a decision on the matter with instructions on submitting a request for an administrative review.

You must be dressed properly within the prison area. If there is anything unclear about proper dressing, you can always ask the prison staff. In addition to or instead of your own clothes, you are entitled to get prison clothes.

When you participate in work activities, you must wear clothing in accordance with the regulations of the workshop due to, for example, occupational safety. If the work requires you to wear work clothes, you get appropriate work clothes and protective clothing from the prison.

The prison provides bedlinen, such as sheets.

All textiles (bedlinen and prison clothes) provided by the Criminal Sanctions Agency are washed in a laundry outside the prison. The prison staff tells you the days when the textiles are changed. You are responsible for washing your own clothes in facilities in your ward meant for that purpose.

In prison, you must take care of the cleanliness of your own cell. Every prisoner must tidy up after themselves in the common areas, for instance, after cooking. You must sort all rubbish in the bins according to the instructions. The prison staff gives you more detailed guidance on the practices and division of tasks regarding the cleaning up of the common areas.

4.2 Catering and prison canteen

On weekdays, the prison serves four meals: breakfast, lunch, dinner, and an evening snack. On days that are not actual working days, the prison serves breakfast, a combined lunch/dinner and an evening snack.

You should tell us as soon as you arrive in prison if you need a special diet due to health reasons or a religious or other well-founded conviction.

You can purchase foodstuffs and some other everyday products from the prison canteen run by Leijona Catering. You can buy products from the vending machine, the online canteen once a week or outside the prison once a month. You must pay your canteen purchases with the Prepaid Card provided by the Criminal Sanctions Agency (more information under the headline Use of money). The staff members of your ward and the Leijona Catering staff can tell you more about the prison canteen, making the orders and the shopping days.

4.3 Smoking

Smoking is only allowed outside in areas meant for smoking. You can also be placed in a smoke-free cell.

The staff members of your ward can tell you more about where you are allowed to smoke.

Smoking is prohibited in the prisoner train carriages. Due to the prohibition, prisoners travelling in the prisoner train carriages are offered a necessary amount of nicotine replacement products.

5 Possession of property

5.1 Goods in possession

You may possess a reasonable amount of personal property taken into account, among others, the storage facilities, fire safety, and possibility of inspections. If the possession of an object or a piece of clothing is denied, you have the right to get a decision on the matter with instructions on submitting a request for an administrative review.

You must read the prison rules carefully. They contain the rules concerning the possession of property and the objects you may not have in your possession.

Please note that if you want to acquire goods from outside the prison, you must make sure that you are allowed to possess or store them before acquiring them.

The prison staff draws up an inventory of the property you brought with you. Goods that you cannot take in your cell will be put in storage and you will get them back when you leave. This does not apply to goods or substances that are dangerous or illegal.

If you need to contact the reception ward, fill in the general inquiry form and leave it in the letterbox in your ward. You can also contact the reception ward via your cell terminal.

5.2 Delivery of goods to prison

People coming to visit you may bring you a small amount of goods, which that you may have in your possession, such as magazines, clothes, or personal utility articles but not, for instance, foodstuffs or tobacco products. The visitor may bring goods only to the prisoner they are visiting. The visitor must leave the goods to the prison staff at the prison gate and fill in a form, which must include

- your name
- the content of the goods and the name of the person delivering them. The goods brought by your visitor will be inspected in prison.

A person may bring you a small amount of goods to the prison gate on weekdays between 7.00 and 19.00 or send the goods by post. You can only receive goods that you are allowed to have in your possession in prison. The person bringing the goods must fill in the aforementioned form.

Please note that the storage facilities in the prison are limited, which may mean that all your property cannot be stored in the prison. Property that cannot be stored in the prison is sent, at your expense, to a place indicated by you.

5.3 Handing over goods to be taken outside the prison

If you want your family or relatives to take some of your personal things outside the prison, the things can be given to them via the reception ward.

6 Contacts with the outside world

6.1 Use of telephone

You may communicate with those outside prison by telephone if your communications have not been restricted (more information about the restrictions of communications is under the heading 2 Remand imprisonment). Phone credit is sold in the prison canteen. You cannot receive telephone calls in prison and information about prisoners is not given over the telephone to people outside the prison.

You must carefully read the prison rules, which include the times when the telephones are available for use in each ward and the regulations concerning the use of telephone.

6.2 Letters and postal items

You have the right to correspondence by post if your communications have not been restricted (more information about the restrictions of communications is under the heading 2 Remand imprisonment). and leave the letters in the letterbox at your accommodation ward. The name of the sender must be written on a postal item sent from prison. If you do not want to write your name on the postal item, you must give it personally to the prison staff. The letterbox will be emptied on weekdays by 12.00.

You can receive post in prison. The postal item must include the following information:

- Hämeenlinna Prison, PO Box 181, 13101 Hämeenlinna
- name of the prisoner
- details of the sender.

Please note that if someone wants to send you postal packages in prison, the sender must first write Hämeenlinna vankila (Hämeenlinna Prison), then your name, and then the address of the prison in the address field of the package. This will ensure that the postal packages arrive in the right place as the prison staff will not pick up the packages sent to you from the post office, but the packages are delivered directly to the prison.

Letters and other postal items may be inspected in prison except for letters from lawyers or authorities supervising the operation of prisons. Letters are delivered on weekdays.

If an incoming letter or postal item contains money or other objects or substances, which you are not allowed to have in your possession in prison, you must give them to the staff immediately.

6.3 Receiving email

You can receive email in a closed prison to the following address:

hameenlinna_vankiposti.vankila@om.fi. The sender must write your first and last name in the subject line of the email message and the sender's own first and last name in the message field itself so that you know who sent the message. For reasons linked to information security, the system deletes all attachments and pictures from the messages. You will only receive the email message.

6.4 Use of internet and online workstations

The online workstations for prisoners offer a limited access to the internet, Skype and the electronic learning environment Moodle.

You may apply for permission to use the internet for a reason related to subsistence or attendance to work-related, educational, judicial, social, or housing matters or for other corresponding important reason. When you apply for permission, you must give specific reasons for the use of the internet (for example, paying bills by using an online bank). The use of the internet may be monitored if need be. You can apply for permission by filling in a separate form.

The prison staff can give you further information on the matter and guide you in the use of services that require strong e-identification (many services by public authorities, such as Kela or Tax Administration). Some online services can also be used to reach the goals set in the sentence plan (for example, rehabilitation and education). The start page of the online workstations called Portti (<https://www.rikosseuraamus.fi/fi/index/portti.html>) has links to online services, which are grouped by themes.

You can read more about the possibilities of using online services under the heading Online services. Information on arranging communication via video connection (Skype or VideoVisit) is available under the heading Visits.

You can also use the digital services via the cell terminal in your cell.

7 Income and use of money

7.1 Income

You will be paid a tax-free activity allowance if you participate in work, education, or rehabilitation. The activity allowance is EUR 3.01 or EUR 4.26 per day on the days you participate in an activity. The activity allowance usually starts from the lowest category. In the case of sentenced prisoners, the paid category of the activity allowance is determined by both the achieved goals set in the sentence plan and the regularity and duration of the participation. In the case of remand prisoners, the paid category is determined primarily by the regularity and duration of the participation.

The activity allowance may be left unpaid in part or in full if you receive financial support from other authorities (for example study grant) for the activity.

In addition to the activity allowance, you will be paid an expense allowance, which is 1.60 euros per each prison day, including weekends.

If you do not have any money when you arrive in prison, you may be paid the expense allowance of the first 14 days in advance so that you can make necessary purchases. The paid advance paid will be deducted from the expense allowance paid later.

7.2 Use of money

In prison, you get a Mastercard Prepaid Card and a personal IBAN account number connected to it. The Prepaid Card is used by entering a personal PIN code.

With the Prepaid Card, you can make purchases in the prison canteen. In addition, you can use the Prepaid Card outside the prison to pay in shops, cafeterias, and on trains, that is in places that accept a chip card, and withdraw money at cash machines in Finland. The Prepaid Card does not have the contactless payment feature and it cannot be used for online shopping. You can use the cardholder's portal to check the balance and

transactions on the Prepaid Card. You can ask the staff about matters related to the use of the Prepaid Card.

When you arrive in prison, the cash you bring with you in euros is loaded on the Prepaid Card. The Criminal Sanctions Agency pays all benefits you will receive to the Prepaid Cards.

If you receive money from outside the prison, you must make sure that those, who transfer money to you, know the correct IBAN account number. More detailed information on transferring money is available at the website www.rikosseuraamus.fi.

Please contact the prison staff if you want to send money or pay bills.

8 Visits

You can meet your family and friends during your prison term if your communications have not been restricted.

There are different types of visits, such as supervised visits, unsupervised visits, visits by a child, visits by a legal counsel, and supervised visits between prisoners. In addition, it is possible to communicate via video connection (Skype or VideoVisit).

You must read the prison rules carefully. The prison rules contain more detailed information about the times, duration, conditions, and application of visits.

You must remember to reserve a visit in good time beforehand so that we have time to make arrangements for the visit.

The staff members of your ward can tell you more about visits and related arrangements. The visiting facilities are smoke-free.

Visits by under 18-year-olds

Allowing a visitor, who is under 18 years old, to enter the prison to visit someone else than his or her parent requires a consent of the person, who has custody of the minor person. However, a visitor, who has attained the age of 15, may visit his or her close relative

without the consent of the person, who has custody of the visitor, if that person has not expressly stated that he or she opposes the visit. If a minor visitor has been taken into care, the child welfare authority decides on the consent.

A person who is under 15 years old is not usually allowed to enter the prison without an escort.

9 Prison leaves

You may be granted permission to leave the prison for a short period of time (prison leave). If you are serving a prison sentence, prison leave may be granted based on the length of the term of sentence or for an important or a particularly important reason. Remand prisoners may be granted prison leave only for a particularly important reason. Remand prisoners may also be granted short prison leave under escort in order to attend to an urgent and absolutely necessary matter.

You can apply for prison leave in writing by using an application you can get from the office of the ward. You must give the application for a prison leave and its possible appendices to the staff of the ward.

The prison director or an assistant director decides on prison leave. In certain cases, the decision on prison leave is made by the Central Administration of the Criminal Sanctions Agency. Prison leave may also be granted under escort.

You must fill in your application for prison leave in good time beforehand so that we have time to process it.

9.1 Prison leave based on the length of the term of sentence

The prerequisites for granting prison leave based on the length of the term of sentence are the following:

- the granting of prison leave promotes the implementation of the sentence plan
- your compliance with the conditions of prison leave may be deemed likely

- you submit to the substance control and other necessary supervision.

Prison leave may be granted based on the length of the term of sentence when the earliest date for prison leave has been passed. The earliest date for prison leave is stated in the decision on the term of your sentence. Prison leave may be granted before the set date if a prisoner has carefully complied with the sentence plan. In such case, prison leave may be granted for the implementation of the plan or, in an individual case, for the maintenance of outside contacts or functioning capability of the prisoner or for another corresponding reason.

The maximum amount of prison leave based on the length of the term of sentence is three days within a two-month period.

9.2 Prison leave for an important reason

Prison leave may be granted for an important reason. A reason considered important may be related to family, work, education, social welfare, housing, subsistence, or health care.

Prison leave is granted for a period necessary to attend to the matter in question.

9.3 Prison leave for a particularly important reason

A reason considered particularly important may be related to a serious illness or funeral of a close relative or other close person or other similar reason.

Prison leave is granted for a period necessary to attend to the matter in question.

10 Participation in activities

If you are serving a prison sentence, you are obliged to participate in activities organised or approved by the prison during the working and activity hours. You may be exempted from the obligation to participate in activities if your state of health, functioning capacity, or age so requires. You will be placed in an activity based on, among others, your sentence plan. The activities may be work, education and training, or rehabilitation, such as programmes or individual work.

If you are a remand prisoner, participation in work or other activities is voluntary. If you want to participate in activities, you are given an opportunity to do so where possible. A remand prisoner may not, however, be given permission to carry out civilian work, studies, or other activities outside the prison or be placed in an outside institution.

You can ask the staff more information about the services offered in the prison.

10.1 Work activities

Hämeenlinna Prison arranges work activities in sewing, real estate maintenance, textile care, library, horticulture, cleaning and low-threshold workshop. It is possible to complete parts of vocational qualifications while working.

Senior Coordinator Tiina Rantanen and the staff members of your ward can tell you more about the participation in work activities.

10.2 Studying

In Hämeenlinna Prison, you can study basic education, general upper secondary education, pre-vocational education preparing for vocational studies (Valma), Finnish for foreigners (S2), digital skills and vocational education and training as part of the different prison work activities.

The study instructor and the staff members of your ward can tell you more about the studies and the application process.

10.3 Rehabilitation activities

Hämeenlinna Prison arranges different kinds of rehabilitating activities specifically for women. The activities can be arranged in groups or individually. The prison works together with other service providers. The prison arranges programmes that concern, among other things, substance use, health guidance, reduction of health hazards, thinking and behaviour. The prison has a group rehabilitation ward, where the rehabilitation is based on a programme specifically designed for women (VINN). Our cooperation partner Via Dia arranges Christian rehabilitation in the prison. In addition, the prison has a physical

exercise instructor, who is responsible for, among others, group and individual sports and the sports equipment.

10.4 Online services

The implementation of the sentence plan can also be advanced by using online services. The use of online workstations is described under the heading Use of internet and online workstations.

The staff members of your ward can tell you more about the selection and use of digital services.

10.5 Exemption from the obligation to participate in activities for a fixed period

Taking into consideration the implementation of your sentence plan, you may be exempted from the obligation to participate in activities for two weekdays per each calendar month if you participate in activities regularly.

Prisoners charged with an offence is granted a necessary exemption from the obligation to participate in activities so that they can prepare their defence. Prisoners may be exempted from the obligation to participate in activities also for some other important reason or due to a fixed-term incapacity for work.

11 Free time

11.1 Free-time activities

In your free time, you can participate in free-time activities arranged in the prison in accordance with the prison's daily schedule and range of activities. You can participate in the planning and arrangement of free time activities by proposing different free time activities to the prison official responsible for them.

You can find current information on free time activities on the notice board and in the daily schedule of your ward.

11.2 Library

You can use the prison library. The opening hours of the library are in the daily schedule of your ward.

11.3 Religious activities

The prison chaplain is responsible for the religious activities in the prison. You have a legal right to practice your own religion in prison. The chaplain is bound by the secrecy of confession, which enables you to review your life safely and reliably. In Hämeenlinna Prison, the religious activities include church services on Sundays and public holidays, individual discussions with the chaplain, religious discussion groups, chapel music group, confirmation classes for individuals or groups, Christian rehabilitation work, visits by deacons of the Evangelical Lutheran Church, possibility to meet a representative of your own church or religion, creating connections outside the prison and facilities for practicing other religions.

12 Health care

The Health Care Services for Prisoners (VTH) operates under the auspices of the National Institute for Health and Welfare (THL) and is responsible for organising healthcare services for all prisoners in Finland. The Health Care Services for Prisoners has a polyclinic in the prison where you can handle matters related to your health. In the polyclinic, you can book an appointment with a doctor and a dentist. The nurse is present on weekdays. You can also contact the polyclinic in mental health issues.

You may be temporarily transferred to treatment or examination outside the prison if the Health Care Services for Prisoners cannot treat your illness or injury. In such case, you will be under supervision.

If you need an appointment, fill in the general inquiry form, seal it in an envelope and leave it in the letterbox in your ward. You can also contact the polyclinic via your cell terminal. If you fall ill or your condition suddenly deteriorates, you must contact the supervision staff immediately.

Medication given to patients must be taken as instructed by the doctor. You must return any unused medication with the pill dispenser.

If you have sudden health issues, contact the prison staff.

13 Behaviour in prison

Imprisonment is regulated by various rules and regulations; therefore, you should familiarise yourself with the Imprisonment Act and the Remand Imprisonment Act. The prison order contains more detailed provisions and regulations, which you must also follow.

You must behave in an appropriate manner towards prison staff, other prisoners, and other people. You must also follow the instructions and orders of the staff.

A disciplinary punishment may be imposed on you if you violate the Imprisonment Act, the Remand Imprisonment Act, or the decrees issued under them, a regulation of the Central Administration of the Criminal Sanctions Agency, or the prison order. In addition, a disciplinary punishment may be imposed if you do not follow a request or order of the prison staff.

In addition, a disciplinary punishment may be imposed on you if you commit an offence in prison or otherwise under the supervision of a public official of the Criminal Sanctions Agency for which the maximum expected punishment is a fine. Such offences include, among others, unlawful use of narcotics, obstruction of a public official, resistance to a public official, escape or attempted escape, petty assault, assault or attempted assault, petty criminal damage, criminal damage, menace, and procurement of a weapon by a prisoner.

If you intentionally or through negligence cause damage to the prison (for example lost or broken devices), you are liable to compensate it. As a last resort, the matter will be decided in court.

14 Right to file a complaint or request an administrative review

14.1 Filing a complaint

You can file a complaint to an authority that oversees legality if you feel that you have been treated inappropriately or suspect that an authority or a public official has not complied with the law or fulfilled the obligations. However, the aim should be to solve problems and conflict situations primarily by discussing the matter with the staff. It is usually the quickest way to solve it.

You must file the complaint in writing and you can formulate it freely in your native language. The complaint must include the name and contact information of the person filing the complaint. You should also attach the possible decisions on the matter and other relevant documents to the complaint. An administrative complaint concerning a matter dating back more than two years is not admitted for examination without a special reason.

14.2 Contents of a complaint

1. The person filing the complaint must specify, which act or omission of the Criminal Sanctions Agency or its official the person criticises.
2. The complaint must include the grounds for considering the conduct of the Criminal Sanctions Agency or its official to be wrong.
3. The complaint should provide information about the time of occurrence of the act or omission in question.
4. The person filing the complaint should mention if a complaint on the same matter has been filed elsewhere.

14.3 Sending a complaint to an authority overseeing legality

The legality of the operation of the Criminal Sanctions Agency and its units and officials is monitored by the internal control of the Criminal Sanctions Agency. In addition, the operation of the Criminal Sanctions Agency is overseen by, among others, the Parliamentary Deputy Ombudsman. A complaint concerning the same matter cannot be filed to more than one overseer of legality. You can find a list of the authorities overseeing the operation of prisons, for example, in digital form on your cell terminal. You can post

your complaint directly to the authority overseeing legality yourself or ask the prison staff to send your complaint for you.

The Criminal Sanctions Agency is not competent to investigate complaints regarding the health care or medical treatment of prisoners. The legality of the health care and medical treatment of prisoners organised and provided by the Prisoners' Health Care Unit is overseen by the Regional State Administrative Agency of Northern Finland.

14.4. Request for an administrative review

A request for an administrative review is the primary means of legal remedy and appeal. You can request for an administrative review of decisions made by the Criminal Sanctions Agency that are listed in the Acts on different sentences (Imprisonment Act, chapter 20, section 1; Remand Imprisonment Act, chapter 15, section 1; Act on Probationary Liberty under Supervision, section 40). Such decisions include instructions on submitting a request for an administrative review. A request for an administrative review must be submitted in writing within seven days from the date of service of the decision. A decision regarding a request for an administrative review may be appealed against to an administrative court.

In principle, the complaint process is not meant for those decisions that are eligible for a request for review. However, the complaint process can be used to investigate the procedures, such as has the right to request a review been realised.

15 Staff and managing affairs

If you have any questions, you can always turn to your personal official or other member of the prison staff.

Many outside cooperation partners visit and work in the prison. You can discuss with them and participate in different rehabilitative activities organised by them. You can get more information on these outside cooperation partners from the notice board of your ward and the staff.

Prison director	responsible for the operation of the prison
Assistant director	activities for prisoners, decisions on the obligation to participate in activities, prison order and security, deputises for prison director
Senior instructor	prisoners' substance rehabilitation
Instructor	prisoners' substance rehabilitation, work activities and sports
Physician	matters concerning the health care of prisoners
Study instructor	matters concerning studying
Chaplain	religious activities, contact person to parishes and Christian organisations, individual discussions
Psychologist	matters related to mental health, discussions
Nurse	matters concerning the state of health of prisoners, polyclinic
Senior instructor responsible for social work	social work, family work, matters concerning the Social Insurance Institution of Finland Kela etc.
Domestic care supervisor	cleaning, furniture, equipment
Prison officers	order and security, help with everyday practical issues and inform other officials of your matters

Senior criminal sanctions official

order and security, updates the sentences plans of prisoners, presents applications for unsupervised visits and places prisoners in the wards

Criminal sanctions official

order and security, responsible for monitoring and reviewing the progress of the sentence plans and helps with everyday practical issues

Office secretary

matters concerning the enforcement and prisoner accounts

Leijona Catering

prison canteen