

SPSO decision report



Case: 201002854, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: prisoners' property
Outcome: not upheld, no recommendations

Summary

Mr C complained that items of clothing were not returned to him after being laundered by the SPS. When we investigated the complaint, we found that Mr C did not provide laundry lists when he first raised the matter with the SPS. Without supporting evidence to show what items had been submitted for laundry, we could not uphold his complaint. Our investigation, however, prompted the SPS to make changes to the administration of laundry lists to try to help reduce the likelihood of items going missing in the future.