

SPSO decision report



Case: 201004870, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: communication and records, transfer
Outcome: not upheld, no recommendations

Summary

Mr C had requested a transfer to another prison where he could use his accumulated visits. He complained to us that the SPS did not provide him with updates on this. He said that delays to the visits were putting a strain on his relationship with his partner. Our investigation found that the SPS had explained to Mr C that they could not give him an exact date for visits. This was partly because of lack of available space in the other prison and partly because of other factors that they had to take into account when making their decision. Having looked at all of the available evidence as we were satisfied that the SPS had taken steps to explain what was happening, and why an exact date for visits was not available, we did not uphold the complaint.