

SPSO decision report



Case: 201005161, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: progression
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C complained that mandatory drug testing (MDT) arrangements were not in place and that this was holding up his progression. In responding to his complaint, the SPS advised that they were in the process of refitting a suitable area within the prison and arrangements would be in place shortly. As his initial confidential complaint to the Governor had gone astray, Mr C also complained about a lack of logging process for such complaints. In investigating the complaint, the SPS told us that the refit was now complete and drug-testing arrangements were in place. They confirmed that there were still other requirements to be fulfilled before Mr C could be considered for progression and the process had not been delayed by the temporary non-availability of MDT. Therefore, as Mr C had not been disadvantaged, we did not uphold his complaint. The SPS also told us of steps they had taken to introduce a voluntary logging process for confidential complaints. This will mean that prisoners have the opportunity to obtain a receipt for their complaint from hall staff, whilst maintaining the confidentiality of the content of the complaint. We considered that the SPS had taken reasonable action to resolve Mr C's concerns.