

## SPSO decision report



**Case:** 201100793, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** other  
**Outcome:** upheld, action taken by body to remedy, no recommendations

### Summary

Mr C complained that a prison staff member sometimes attracted his attention by calling to him by his surname, when other prisoners were addressed by their first and second names. It turned out that the prison had already taken action on this by advising the staff member to use both names and by co-ordinating all their prisoner lists, to ensure that all lists contained both names. We upheld the complaint on the basis that the prison had acknowledged fault. As they had already taken appropriate action, however, we had no recommendations to make.