

## SPSO decision report



**Case:** 201005387, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** complaints handling  
**Outcome:** not upheld, no recommendations

### Summary

Mr C, who is a prisoner, complained to the prison because he was unhappy that the Governor decided to respond to several separate confidential access complaints on the same sheet of paper. Mr C said he asked for his complaints to be responded to separately to ensure privacy and to allow him to progress his complaint if he felt it was necessary. Mr C also complained about the prison's handling of his complaint.

The prison told Mr C they were satisfied with the way the Governor chose to respond to his separate complaints because they were related to the same issue.

In reviewing Mr C's complaint, we decided that the Governor's decision to respond to several separate complaints on one sheet of paper was reasonable and proportionate given the circumstances and we did not uphold Mr C's complaint. We also did not uphold Mr C's complaint about the prison's handling of his complaint.