

## SPSO decision report



**Case:** 201100893, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** complaints handling  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that the Scottish Prison Service's (SPS) final decision on his complaint was unreasonable. Our investigation concluded that the SPS had appropriately looked into the matter raised and gave Mr C adequate detail and explanation about their findings and their decision.