

SPSO decision report

Case: 201101139, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: legal correspondence
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C, who is a prisoner, complained that the Governor's response to his complaint was unreasonable. Mr C complained about a member of staff opening his legal mail and also about a member of staff throwing away stamps that had been used on a parcel sent to him.

After making enquiries with the prison, we were satisfied the issues raised by Mr C in his complaint to the Governor were investigated properly. The Governor asked an appropriate manager to speak with Mr C and the members of staff involved. The manager also took steps to remind staff of the proper process when handling stamps that have been used on correspondence or parcels sent to prisoners. In light of this, we did not uphold Mr C's complaint.