

SPSO decision report

Case: 201101201, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: policy/administration
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C complained that a logging process had not been implemented for confidential complaints, despite the Governor having indicated that this would be done when responding to an earlier complaint from him. Mr C also complained about the lack of a system for logging other internal mail items. This resulted from a mail item he tried to send to Scottish Prison Service Headquarters via internal mail being submitted to the Royal Mail in error.

In responding to Mr C's complaint, the prison had undertaken to review their mail processes. Our enquiries revealed that this had taken place and that a new process had subsequently been introduced for logging internal mail items. In addition, the prison explained that a number of operational issues had delayed the implementation of the proposed process for logging confidential complaints. However, they advised us that the process was ready to go live and would be implemented shortly.

In the circumstances, we were satisfied that the prison had taken reasonable action to implement relevant logging processes and we did not uphold the complaint.