

**Case:** 201101136, Scottish Prison Service  
**Sector:** scottish government and devolved administration  
**Subject:** legal correspondence  
**Outcome:** some upheld, no recommendations

### Summary

Mr C, who is a prisoner, complained because an officer opened an envelope containing documents that Mr C had asked to be faxed to the court. Mr C said that, because the decision had been taken not to fax the documents, it was inappropriate for the officer to open the envelope. Mr C also complained about the prison's handling of his complaint.

Our investigation confirmed that the envelope was addressed to the officer but she did not know what it contained. The officer only became aware of Mr C's request to fax the documents once she opened the envelope and was able to read his note asking for the documents to be faxed to the court. We were satisfied that the officer's actions in opening the envelope were appropriate and did not uphold this part of Mr C's complaint.

Mr C also complained about the delay in the governor responding to his complaint. In reviewing those concerns, it was clear the governor did delay in responding. We felt the delay was unreasonable and we upheld this part of Mr C's complaint.