

## SPSO decision report

**Case:** 201104027, **Scottish Prison Service**  
**Sector:** scottish government and devolved administration  
**Subject:** progression  
**Outcome:** not upheld, action taken by body to remedy, no recommendations

### Summary

Ms C, who is a prisoner, complained because she said the prison were unreasonably preventing her from progressing to less secure conditions. In reviewing Ms C's complaint, it was clear that her progression to less secure conditions had been affected because of the time spent appealing her conviction and her continued denial of the index offence (the offence which the prisoner is convicted of and is serving a custodial sentence for). We were satisfied the prison were managing Ms C's progression appropriately.

Ms C also complained because she said the prison did not respond to the questions she asked in her complaint. Our view was that the prison had taken reasonable steps to explain to Ms C why she was not ready for progression to less secure conditions at this time and outlined the steps she was expected to take in an effort to prepare herself for progression.