

SPSO decision report

Case: 201005324, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: some upheld, no recommendations

Summary

Mr C, who is a prisoner, complained to the prison about the availability of carbon paper. After this, he raised a separate complaint with the prison about their handling of his complaint about the carbon paper. Mr C came to us because he was dissatisfied with the prison's response to his complaint about their handling of his original concern. We considered several issues including unreasonable delay, inappropriate responses and failure to communicate.

After reviewing all of the information available in Mr C's case, we decided to partly uphold his complaint. In particular, we upheld his complaints about delays because we agreed that they were unreasonable. However, we did not uphold the rest of Mr C's complaints because we were satisfied with the way the prison handled them.