

## SPSO decision report



**Case:** 201102675, Crown Office and Procurator Fiscal Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** policy/administration  
**Outcome:** some upheld, action taken by body to remedy, no recommendations

### Summary

Mr C complained to the Crown Office and Procurator Fiscal Service (COPFS) after a charge of assault against him was dropped during a trial. He was unhappy with COPFS's response, and made a complaint to us about the way his complaint was handled.

We upheld one of Mr C's complaints relating to delay at Stage 3 of the complaints process. However, we took a number of matters into account – COPFS' explanation for this, the fact that Mr C had not written to the appropriate person identified in the complaints procedure nor requested escalation of his complaint and that COPFS had apologised to Mr C. We, therefore, made no recommendations.