

SPSO decision report

Case: 201103520, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: finance procedures
Outcome: upheld, action taken by body to remedy, no recommendations

Summary

Mr C, who was a prisoner, complained that the Scottish Prison Service (SPS) did not follow proper finance procedures when he received some cash by post in prison.

When Mr C complained, the SPS acknowledged that there had been a mistake, and that procedures had not been followed. They also apologised and told him what actions they were taking to help stop this happening again. When we looked at the complaint we found that SPS had investigated the complaint, acknowledged fault, apologised and taken action. We upheld Mr C's complaint, but as the SPS had taken action to remedy what went wrong, we had no recommendations to make.

We did, however, check that the SPS were carrying out the actions they had indicated to Mr C.