

SPSO decision report

Case: 201104507, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C, who is a prisoner, submitted a complaint to the prison governor using a prisoner complaint form (PCF2). This is the form that prisoners should use when they want to complain about an issue that is exceptionally sensitive or serious. In responding to Mr C's complaint, the governor told him that his complaint was not appropriate to a PCF2.

Mr C told us that he felt that the governor failed to consider his complaint appropriately. We reviewed the prison rules and complaints handling guidance that was available to prisoners and staff. We also reviewed the complaint Mr C raised on the PCF2. We did not agree that Mr C's complaint was exceptionally sensitive or serious.