

SPSO decision report



Case: 201104220, Scottish Prison Service
Sector: scottish government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C, who is a prisoner, complained to us about the prison's complaints handling. He said that he had submitted a number of complaints, but the prison had failed to respond to them. He felt that staff were deliberately ignoring the rules about prisoner complaint forms.

We made enquiries with the prison. The prison provided records showing the complaints received from Mr C and what happened to them. There was also evidence that they had discussed Mr C's concerns with him. The information available told us that Mr C's complaints were responded to. We did not uncover any evidence to support Mr C's claim and we did not uphold his complaint.