

## SPSO decision report

**Case:** 201101201, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** policy/administration  
**Outcome:** upheld, action taken by body to remedy, no recommendations

### Summary

Mr C, who is a prisoner, previously complained to us that there was no logging process for confidential complaints to the prison governor. We did not uphold the complaint at that time as the prison had devised a process which was due to be implemented. This involved the complaint being logged by staff at the point of submission and the prisoner obtaining a reference number as a receipt.

Mr C then complained to us that the process was not being followed. Our enquiries revealed that, following implementation, the prison had changed their computer system. As access to the new system was restricted to maintain confidentiality, not all staff had the relevant permission to log confidential complaints and provide prisoners with reference numbers. We, therefore, found the logging process in its current format unworkable and we upheld the complaint.

Mr C also complained that the residential manager did not give him the opportunity of discussing his complaint within 48 hours of receipt. The prison rules state that this should happen and the prison could not provide an explanation as to why it had not. We, therefore, upheld this complaint but as the prison had already issued a reminder to residential managers about this we did not make a recommendation.