

SPSO decision report

Case: 201200955, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C, who is a prisoner, complained that the prison unreasonably refused to allow him to purchase 3D puzzles.

When Mr C complained to the prison, he said he was unhappy that he could not get puzzles handed in for him by family at visits. The prison said that was not allowed for security reasons. We asked the prison whether Mr C was allowed to purchase puzzles himself. The prison confirmed prisoners could ask to purchase puzzles from the local supplier. We found that Mr C had not made such a request and because of that, we did not uphold his complaint.