

SPSO decision report

Case: 201201252, 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 that the prison unreasonably failed to respond to a complaint he submitted to them in February 2012. The prison assured us that they had no record of having received this complaint. We noted that Mr C had been transferred between prisons and that it was possible that the complaint might have gone missing because of this. However, in the absence of any evidence that the prison received the complaint, we could not conclude that the failure to respond was unreasonable.