

SPSO decision report

Case: 201204091, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: communication by phone
Outcome: not upheld, no recommendations

Summary

Mr C, who is a prisoner, complained to the prison governor about the monitoring and recording of phone calls to the mobile numbers of two of his legal representatives. Mr C asked us to consider whether the prison had appropriately handled his complaint about this.

In responding to the complaint, the governor specifically referred to one of Mr C's representatives but not the other. Mr C was not happy with this and felt that his complaint had not been fully addressed. Although the prison acknowledged that this was an oversight on their part, they explained that the position was the same for both individuals. They noted that there had been longstanding correspondence on the matter and that Mr C was aware of the position. Whilst unfortunate, we did not consider that the omission of specific reference to both individuals had a negative impact on Mr C and we did not uphold the complaint.