

## SPSO decision report

**Case:** 201205348, Forth Valley NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** upheld, recommendations

### Summary

Mr C, who is a prisoner, complained to us about the board's handling of his complaint to them about healthcare issues. We were satisfied that the board had considered and responded to the issues Mr C raised, but our investigation found that they had failed to deal with the complaint within the timescales detailed in their complaints procedure and had not kept him advised of progress.

### Recommendations

We recommended that the board:

- apologise for the failures we identified in the handling of the complaint; and
- remind staff of the need to work in accordance with the NHS Scotland complaints procedure.