

SPSO decision report

Case: 201302704, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: upheld, no recommendations

Summary

Mr C, who is a prisoner, complained that the prison failed to handle his complaints appropriately. He said that they were hampering his access to the complaints procedure.

When we investigated this, the prison acknowledged that there was a delay in responding to one complaint and that they had also misplaced another. Because of that, we upheld Mr C's complaint. We did not, however, make any recommendations as we did not find evidence to suggest the prison were suppressing his access to the complaints procedure. We also pointed out to Mr C that the way in which he was submitting his frequent complaints appeared to be impacting on the prison's ability to handle them appropriately.