

## SPSO decision report

**Case:** 201305611, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** accommodation (including cell amenities and location)  
**Outcome:** not upheld, no recommendations

### Summary

Mr C, who is a prisoner, complained that the prison did not address his concerns about the temperature in his residential hall. We made enquiries of the Scottish Prison Service (SPS), and found that complaints were received from prisoners about the temperature in the hall. Steps were taken to resolve this, including providing advice to prisoners on how to keep the temperature within the hall at an optimum level. In addition, the heating temperature was increased and checks were carried out to make sure the system was operating properly.

As we were satisfied that the prison took appropriate action after the complaints were made, we did not uphold Mr C's complaint.