

## SPSO decision report

**Case:** 201306302, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** complaints handling  
**Outcome:** not upheld, recommendations

### Summary

Mr C complained about how a company acting on behalf of the Scottish Prison Service (SPS) handled his complaint about his experiences in a sheriff court cell.

As our investigation found that the company had reasonably investigated the complaint and replied to Mr C, we did not uphold his complaint. We noted, however, that in their replies the company had not included information to signpost him to us or to tell him of our usual timescales within which we need to receive complaints. As this is contrary to the requirements of the Scottish Public Services Ombudsman Act 2002, we made a recommendation.

### Recommendations

We recommended that the Scottish Prison Service:

- arrange for the company to include SPSO signposting information in their responses to complainants, and demonstrate to us that the company have taken this action.