

SPSO decision report

Case: 201401431, **Scottish Prison Service**
Sector: Scottish Government and devolved administration
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C, who is a prisoner, complained that a family member was inappropriately refused entry to the prison to attend his case management meeting. The prison told Mr C that this was because the person had not been invited to attend. In bringing his complaint to us, Mr C disputed that they were not invited and sent us a copy of a letter he said the person received asking them to attend the meeting.

The Scottish Prison Service (SPS) said that when Mr C was told that his case management meeting would be taking place, he was given instructions on what he should do if he wanted a family member there. In particular, he needed to complete a form with the details of who he wanted to attend the meeting and the prison would then invite that person. The SPS said that he did not return that form. They also told us that the prison did not send the letter Mr C sent us. In light of the evidence we saw, we did not uphold his complaint.