

## SPSO decision report

**Case:** 201401728, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** complaints handling  
**Outcome:** not upheld, no recommendations

### Summary

Mr C, who is a prisoner, complained that the prison failed to investigate his complaint appropriately. Mr C had complained to the prison because he said money that had been sent to him in a letter had gone missing. In response to Mr C's complaint, the prison said a full investigation had been carried out and no evidence of tampering with his mail had been identified.

The Scottish Prison Service provided us with a copy of the written statement made by the officer who opened Mr C's mail. That statement confirmed Mr C's mail had been opened in his presence and no money was inside the envelope. The evidence available confirmed the prison took Mr C's complaint seriously and took proper steps to investigate it. In light of this, we did not uphold his complaint.