

## SPSO decision report

**Case:** 201406473, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** policy/administration  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that the prison unreasonably refused to allow him to update his driving licence in time prior to his release. The prison said Mr C's release had not been confirmed and because of that, they did not consider it appropriate to update his licence. They said they would reconsider Mr C's request if his release was confirmed.

We felt the prison's response to Mr C's request was reasonable and we did not uphold his complaint.