

SPSO decision report

Case: 201502309, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: visits
Outcome: upheld, recommendations

Summary

Mr C complained that he was put on closed visits (where a prisoner and their visitor cannot make physical contact) following an allegation of fighting. The prison was unable to demonstrate they had followed the correct process as paperwork which should have been completed was not obtainable. For this reason, we upheld the complaint. As the prison had already noted the missing paperwork and were conducting a review, we asked them to let us know the outcome of the review. Mr C was no longer on closed visits, and we asked the prison to apologise to Mr C.

Recommendations

We recommended that Scottish Prison Service:

- apologise to Mr C; and
- inform us of the results of the prison's review.