

SPSO decision report

Case: 201502568, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C complained that his prison did not respond to his complaint to them.

Our investigation showed that the officer who would have replied to the complaint considered that the language and tone of it were inappropriate, and that he told Mr C this, inviting him to resubmit the complaint with more appropriate wording. Mr C did so, and the officer then replied to the complaint.

We considered it was important that the officer did not simply refuse to answer the complaint. He explained to Mr C what he thought was wrong with it and gave him the chance to put that right. When Mr C followed his advice, he replied to the complaint. We considered that was an appropriate approach.