

SPSO decision report

Case: 201603758, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: upheld, recommendations

Summary

Mr C submitted a complaint to the prison governor about his personal officer. Mr C said that the governor failed to respond appropriately to his complaint.

We reviewed what Mr C said to the governor in his complaint and we considered whether the governor's response addressed the matter. We took the view that the governor had only addressed one aspect of Mr C's complaint and that they failed to appropriately address other concerns raised. Therefore, we upheld Mr C's complaint.

Recommendations

We recommended that Scottish Prison Service:

- apologise to Mr C for failing to appropriately address his complaint.