

SPSO decision report

Case: 201603935, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: upheld, recommendations

Summary

Mr C complained about how the Scottish Prison Service (SPS) responded to his complaint.

Mr C had submitted a complaint using a PCF2 form (a form for complaints about confidential matters). SPS guidance states that on receiving a PCF2 form a response should be given within seven days, stating whether the complaint is considered to be about a confidential matter and, where it is not considered as such, providing the reasons for the decision on that matter.

We found that although the prison responded to Mr C's complaint within seven days, they failed to provide reasons for the decision that the complaint had not met the requirements of a complaint about confidential matters. We therefore upheld Mr C's complaint.

Recommendations

We recommended that SPS:

- reconsider Mr C's complaint following the failings identified and respond to him in writing; and
- apologise to Mr C for the failings identified.