

## SPSO decision report



**Case:** 201004809, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** education; classes  
**Outcome:** upheld, action taken by body to remedy, no recommendations

### Summary

Mr C complained that he experienced unreasonable delays in accessing an art class. He had been on an education waiting list for some time without getting a place. In response to our enquiries, the SPS explained that Mr C's name was not added to the class list when it should have been, because of human error. Instead his name had been removed from the list. Having identified this, the prison took immediate steps to resolve the problem by putting Mr C into the art class list the following day. We upheld the complaint, but did not make any recommendations as the SPS had already taken action to resolve it.