

## SPSO decision report



**Case:** 201003944, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** complaints handling  
**Outcome:** not upheld, no recommendations

### Summary

Mr C raised a number of issues surrounding his request for a sports top. We did not uphold the complaint as there was no evidence that the SPS had not dealt with the request in line with current practice. Staff had viewed the top he wanted and had decided that it was not allowed. The decision not to issue the top was a discretionary decision for the SPS to take.

Mr C also complained about the handling of his complaint. We found that they had responded to the issues raised by Mr C and did not uphold the complaint.