

## SPSO decision report

**Case:** 201100439, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** complaints handling  
**Outcome:** some upheld, action taken by body to remedy, no recommendations

### Summary

Mr C, who is a prisoner, complained following a decision taken by the prison to refuse certain items of property he requested to have in use. Mr C said the decision taken by the prison was unreasonable and he said his request had not been considered in line with the relevant policy. Mr C also raised concerns about delays in the prison responding to his complaint.

Our enquiries confirmed that the prison had considered Mr C's property request appropriately and that the decision to refuse Mr C's request was a discretionary decision the prison were entitled to take. We, therefore, did not uphold this part of Mr C's complaint.

We did uphold Mr C's complaint about the unreasonable delay in responding to part of his complaint. Because the prison already acknowledged that the delay was unreasonable and apologised to Mr C we did not make any recommendations.