

## SPSO decision report



**Case:** 201103312, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** complaints handling  
**Outcome:** not upheld, no recommendations

### Summary

Mr C, who is a prisoner, complained to us because the deputy governor did not meet him in person to discuss his complaint. He also said the deputy governor failed to provide a reasonable response to his complaint. Mr C had complained to the prison about a mix-up in him being seen by the progression board.

After making enquiries with the prison, we were satisfied the issues raised by Mr C in his complaint were investigated properly and that the deputy governor provided a reasonable response. We were also satisfied that, in choosing not to meet with Mr C to discuss his complaint, the deputy governor exercised her discretion and took the decision because the complaint appeared to be resolved.