

SPSO decision report



Case: 201104398, 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 that the prison failed to properly investigate his complaint following an altercation he had with his cell-mate.

When we investigated, the prison explained that two officers and a line manager interviewed Mr C following the incident. They provided a copy of the written report that confirmed this. We were satisfied that Mr C's concerns had been properly considered and an explanation had been provided for the actions taken. We did not uphold the complaint.