

SPSO decision report

Case: 201300595, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C, who is a prisoner, submitted a complaint to the governor in which he made an allegation of assault against an officer. In bringing his complaint to us, Mr C complained that the prison failed to appropriately communicate the outcome of the investigation to him.

We contacted the Scottish Prison Service (SPS) about Mr C's complaint. They confirmed that they contacted the police about the allegation, who discussed it with Mr C, and advised the prison that he had withdrawn his complaint. In addition, CCTV footage was reviewed which showed no assault had taken place. Because of that, the police took no further action and the prison did not conduct an internal investigation because there was no evidence that an assault had taken place. The SPS confirmed Mr C was aware of that through his discussions with the police and with relevant staff.