

SPSO decision report

Case: 201303813, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: personal property
Outcome: resolved, no recommendations

Summary

Mr C complained that the Scottish Prison Service (SPS) had not investigated his complaint that four packets of tobacco were stolen from his cell. We contacted the SPS for further information about this. In their response, they said that Mr C had never submitted a claim to be reimbursed for the tobacco. They agreed to send him a copy of the claim form along with information about how to submit a claim.

Mr C told us that he would do this, and that if the SPS agreed to reimburse him for the four packets of tobacco, this would resolve his complaint. Mr C also said that as the SPS were going to consider reimbursing him, he was happy for us to close his complaint.