

SPSO decision report

Case: 201305254, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: money
Outcome: not upheld, no recommendations

Summary

Mr C, who is a prisoner, complained that the prison inappropriately refused his request to send money from his prisoner cash account to his family.

Our investigation found that the prison rules say that the prison governor is entitled to decide the maximum amount of money that any prisoner may withdraw. In addition, the Scottish Prison Service's finance guidance confirms that, as a rule, the maximum amount a prisoner may send out will be no more than the amount he had when he arrived in prison. In Mr C's case, he did not have any money with him when he was admitted to prison. We were satisfied that the prison were authorised to refuse Mr C's request, and as we saw no evidence of administrative failure we did not uphold his complaint.