

SPSO decision report

Case: 201403288, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C complained to the prison because he considered that staff had failed to follow his care plan appropriately. He then complained to us that the prison's investigation of his complaint was inadequate even though they upheld it and agreed to take forward changes. In particular, Mr C did not consider that some of what they had said about his behaviour was accurate and he felt they did not respond fully to the issues he raised.

We obtained copies of the evidence that the prison looked at as part of their investigation of Mr C's complaint. We identified that there was information to support the prison's version of events in relation to Mr C's behaviour even though he disagreed. However, it was clear that the prison failed to acknowledge, or respond to, all of the issues Mr C raised but we were satisfied that the overall outcome of the complaint was appropriate. Therefore, we concluded that the prison's investigation was adequate and we did not uphold his complaint.