

## SPSO decision report

**Case:** 201508353, Police Investigations & Review Commissioner  
**Sector:** Scottish Government and devolved administration  
**Subject:** complaints handling  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C made a complaint on behalf of her stepson (Mr A). He was unhappy with Police Investigations and Review Commissioner (PIRC)'s response to his service complaint about the way they dealt with a complaint about Police Scotland. In particular, Mr A said that in replying to his concerns, PIRC failed to follow statutory guidance and provided unreasonable responses about their failure to request CCTV footage and their recommendations.

We investigated the complaint and we found that although there were some minor discrepancies in PIRC's final complaint report for which apologies had been made, their response to Mr A's concerns about following statutory guidelines had been reasonable. Similarly, they had provided reasonable and appropriate replies about his concerns about CCTV footage and about the recommendations they had made in his complaint against Police Scotland. We did not uphold Mrs C's complaint.