

## SPSO decision report



**Case:** 201806337, Scottish Prison Service  
**Sector:** Scottish Government and Devolved Administration  
**Subject:** visits  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained to us that the Scottish Prison Service (SPS) had unreasonably stopped her visits with a family member who was also in prison. The Prisons and Young Offenders Institutions (Scotland) Rules 2011 state that a prisoner is only entitled to receive a visit from another prisoner in exceptional circumstances. We found that the decision to stop the visits was a decision that the SPS were entitled to take and there was no evidence that they did not follow the correct process. Under our legislation, we cannot change or question a decision that has been made properly. We did not identify any failings by the SPS and we did not uphold Ms C's complaint.