

Scottish Prison Service Complaints Received

Subject Group	2014-15	rank
Security, Control and Progression	59	1
Health, Welfare and Religion	54	2
Communication and Records	44	3
Privileges and Prisoners Property	38	4
Discipline	37	5
Leave from Prison (Including Home Detention Leave)	22	6
Admission, Transfers and Discharge	20	7
Work, Education, Earnings and Recreation	16	8
Physical and Personal Environment	15	9
Supervision Levels	3	10
Subject Unknown or Out Of Jurisdiction	7	-
Total	315	

Subject Group	2013-14	rank
Communication and Records	57	1
Security, Control and Progression	55	2
Privileges and Prisoners Property	51	3
Health, Welfare and Religion	33	4
Physical and Personal Environment	26	5
Discipline	25	6=
Work, Education, Earnings and Recreation	25	6=
Admission, Transfers and Discharge	15	8
Leave from Prison (Including Home Detention Leave)	11	9
Supervision Levels	4	10
Subject Unknown or Out Of Jurisdiction	9	-
Total	311	

Scottish Prison Service Complaints Determined

Stage	Outcome Group	2014-15
Advice	Not duly made or withdrawn	50
	Out of jurisdiction (discretionary)	5
	Out of jurisdiction (non-discretionary)	6
	Outcome not achievable	7
	Premature	57
	Total	125
Early Resolution 1	Not duly made or withdrawn	19
	Out of jurisdiction (discretionary)	3
	Out of jurisdiction (non-discretionary)	14
	Outcome not achievable	36
	Premature	12
	Resolved	12
	Total	96
Early Resolution 2	Fully upheld	11
	Some upheld	6
	Not upheld	45
	Not duly made or withdrawn	2
	Total	64
Investigation 1	Fully upheld	13
	Some upheld	7
	Not upheld	8
	Not duly made or withdrawn	6
	Total	34
Total Complaints		319
Total Premature Complaints		69
Premature Rate		21.6%
Fit for SPSO Total (ER2, Inv 1 & 2)		98
Total uphold/partly upholds		37
Uphold Rate		37.8%

Note - there were no prison cases closed at Investigation 2 stage in 2014-15

Stage	Outcome Group	2013-14
Advice	Not duly made or withdrawn	55
	Out of jurisdiction (discretionary)	8
	Out of jurisdiction (non-discretionary)	8
	Outcome not achievable	18
	Premature	59
	Resolved	4
	Total	152
Early Resolution 1	Not duly made or withdrawn	10
	Out of jurisdiction (discretionary)	3
	Out of jurisdiction (non-discretionary)	16
	Outcome not achievable	8
	Premature	6
	Resolved	8
	Total	51
Early Resolution 2	Fully upheld	21
	Some upheld	4
	Not upheld	60
	Not duly made or withdrawn	2
	Resolved	0
	Total	87
Investigation 1	Fully upheld	4
	Some upheld	2
	Not upheld	6
	Not duly made or withdrawn	1
	Resolved	1
	Total	14
Investigation 2	Fully upheld	1
	Some upheld	1
	Not upheld	0
	Total	2
Total Complaints		306
Total Premature Complaints		65
Premature Rate		21.2%
Fit for SPSO Total (ER2, Inv 1 & 2)		103
Total uphold/partly upholds		33
Uphold Rate		32.0%