

Prison Cases received 2017-18			
Subject Group	Complaints	Rank	as % of Prisons Total
Security, control and progression	34	1	12.4%
Leave from Prison (Including Home Detention Leave)	32	2	11.6%
Health, Welfare and Religion	31	3	11.3%
Privileges and Prisoners Property	29	4	10.5%
Discipline	25	5	9.1%
Physical and Personal Environment	22	6	8.0%
Communication and Records	20	7	7.3%
Admission, Transfers and Discharge	19	8	6.9%
Work, Education, Earnings and Recreation	16	9	5.8%
Supervision Levels	6	10	2.2%
Subject Unknown or Out Of Jurisdiction	41	-	14.9%
Total	275		100.0%

Scottish Prison Service Complaints Received			
Subject Group	2016-17		
	Total	Rank	As % of Prisons Total
Security, Control and Progression	53	1	19.6%
Communication and Records	44	2	16.3%
Privileges and Prisoners Property	31	3	11.5%
Health, Welfare and Religion	30	4	11.1%
Physical and Personal Environment	25	5	9.3%
Leave from Prison (Including Home Detention Leave)	22	6	8.1%
Discipline	18	7	6.7%
Work, Education, Earnings and Recreation	17	8	6.3%
Subject Unknown or Out Of Jurisdiction	16	9	5.2%
Admission, Transfers and Discharge	14	-	5.9%
Total	270		100.0%

Prison Complaints Determined 2017-18

Case Type	Stage	Outcome Group	Total
Complaint	Advice	Not duly made or withdrawn	68
		Out of jurisdiction (non-discretionary)	2
		Premature	54
		Total	124
	Early Resolution	Not duly made or withdrawn	9
		Out of jurisdiction (discretionary)	5
		Out of jurisdiction (non-discretionary)	35
		Outcome not achievable	30
		Premature	9
		Proportionality	49
		Resolved	12
		Total	149
	Investigation	Fully upheld	3
		Some upheld	1
		Not upheld	8
		Not duly made or withdrawn	10
		Total	22
	Total Complaints		295
	Total Contacts		295

<i>Total Premature Complaints</i>	63
<i>Premature Rate</i>	21.4%

<i>Total Investigation Decisions</i>	12
<i>Total Upholds</i>	4
<i>Uphold Rate</i>	33.3%

<i>Old Uphold Rate Calculation</i>	
<i>Total Cases 'Fit for SPSO'</i>	22
<i>Total Upholds</i>	4
<i>Uphold Rate</i>	18.2%

Scottish Prison Service Complaints Determined 2016-17

Stage	Outcome Group	2016-17
Advice	Not duly made or withdrawn	72
	Out of jurisdiction (non-discretionary)	0
	Premature	41
	Total	113
Early Resolution	Not duly made or withdrawn	9
	Out of jurisdiction (discretionary)	8
	Out of jurisdiction (non-discretionary)	18
	Outcome not achievable	45
	Premature	11
	Proportionality	20
	Resolved	9
	Total	120
Investigation	Fully upheld	10
	Some upheld	9
	Not upheld	20
	Not duly made or withdrawn	5
	Resolved	1
	Total	45
Total Complaints		278

<i>Total Premature Complaints</i>	52
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<i>Premature Rate</i>	18.7%
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<i>Fit for SPSO Total (Investigations)</i>	45
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<i>Total Cases Upheld / Some Upheld</i>	19
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<i>Uphold Rate (total upheld / total fit for SPSO)</i>	42.2%
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