

SPSO decision report



Case: 201004984, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: policy/administration
Outcome: upheld, action taken by body to remedy, no recommendations

Summary

Mr C, who is a prisoner, complained that the SPS did not properly deal with his request for a copy of orderly room paperwork (this is the internal prison disciplinary procedure). He was told that he would need to complete a 'Subject Access Request' form and pay £10 before he would receive the paperwork. When Mr C complained, the prison acknowledged that he had been wrongly advised to complete the form and apologised to him for this. In investigating Mr C's complaint, we noted that SPS guidance on these procedures confirms that if a prisoner who has been found guilty at the orderly room asks for a copy of the adjudication paperwork, then the Governor should provide it free of charge. Because Mr C's request was not dealt with properly before he complained, we upheld his complaint. However, as his complaint was resolved by the prison when he complained we did not make any recommendations.