

SPSO decision report

Case: 201004890, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: complaints handling, claim form
Outcome: some upheld, action taken by body to remedy, no recommendations

Summary

Mr C, who is a prisoner, complained that the prison failed to properly handle his property claim form and CP2 complaint form (the route a prisoner uses to complain confidentially to the Governor of the prison) and because of this, they went missing. The prison acknowledged that Mr C's claim form and CP2 complaint appeared to have gone missing and took steps to address the issues. This included fast tracking Mr C's claim form and putting an optional confidential complaint logging system in place for prisoners to use.

Because Mr C's claim form and CP2 complaint went missing we upheld his complaint. However, because of the remedial action already taken by the prison we did not make further recommendations.