

## SPSO decision report

**Case:** 201101671, Scottish Prison Service  
**Sector:** scottish government and devolved administration  
**Subject:** policy/administration  
**Outcome:** some upheld, recommendations

### Summary

Mr C, who is a prisoner, complained that the Scottish Prison Service (SPS) treated him unfairly compared to another prisoner who was allowed to use his own electric typewriter, which his family had brought into prison. He also complained that the SPS failed to explain clearly and fully why he could not have his electric typewriter brought in.

We looked at what Mr C told us about his complaint, the SPS records and policies about personal property in prison. Our investigation found that the dates of Mr C's request for his electric typewriter and his complaint to the SPS were several weeks apart from the other prisoner's request. The SPS had treated the other prisoner's case as an exception, as at that time they had no recognised supplier for an electric typewriter. We concluded, therefore, that it was reasonable for the SPS to treat Mr C's request in line with their policies and procedures, as they had by then sourced a new recognised supplier. We did not uphold this complaint.

The SPS were not able to provide us with any formal documentation about their final investigation of Mr C's complaint. Having read the written responses to Mr C's initial complaint, however, we concluded that he did not receive a clear and full explanation and, therefore, we upheld this complaint.

### Recommendations

We recommended that SPS:

- ensure that investigations are carried out in reasonable time and that a record is kept.