

SPSO decision report



Case: 201102348, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: staff treatment
Outcome: not upheld, no recommendations

Summary

Mr C, who is a prisoner, was restrained by staff and removed from the hall. Mr C was unhappy with the way staff restrained him and he complained to the Governor. The Governor responded but Mr C was unhappy with the response. He complained to us and said the Governor failed to respond reasonably to his complaint.

We looked at the Governor's response to Mr C. We also reviewed the relevant paperwork the Governor considered before responding to Mr C's complaint. In our view, the Governor's response was clear and reasonable and, therefore, we did not uphold Mr C's complaint.