

SPSO decision report

Case: 201200242, Scottish Prison Service
Sector: scottish government and devolved administration
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C, who was a prisoner, received a copy of his integrated case management (ICM) case conference minute and was unhappy with some of the content. In particular, he was concerned about comments made about him by a member of staff. Mr C raised his concerns with the prison but was unhappy with the steps that they took to address his complaint. Because of that, Mr C complained to us that the prison failed to investigate his complaint appropriately.

It was clear Mr C had concerns about the information recorded in his case conference minute, the steps taken by the prison to address his concerns and the involvement of the member of staff that Mr C felt made inappropriate comments about him. However, having explored Mr C's concerns further with the prison during our investigation, we were satisfied they took appropriate steps to record his representations about his case conference minute and investigate his concerns. We were also satisfied the prison had addressed Mr C's concerns about the comments made about him by the member of staff. Because of this, we did not uphold his complaint.