

SPSO decision report

Case: 201202215, Scottish Prison Service
Sector: Scottish Government and devolved administration
Subject: other
Outcome: not upheld, no recommendations

Summary

Mr C, who is a prisoner, complained because he said the prison failed to take reasonable steps to improve television reception. He said his in-cell signal was poor and although repair work had been carried out, the problem was not fixed.

The prison told us that the repair work indicated that the system was operating appropriately. They said that their location and other factors, such as weather, impacted upon reception and because of that, there was only so much that could be done to try to improve this. We were satisfied the prison took reasonable and appropriate steps to address this, and we did not uphold Mr C's complaint.