

## SPSO decision report

**Case:** 201202525, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** money  
**Outcome:** not upheld, no recommendations

### Summary

Mr C, who is a prisoner, complained that the prison were failing to credit money, handed in for him, to his account within a reasonable timescale. We asked the prison to tell us what the process was. They confirmed that money handed in for a prisoner would be credited to their account the following day with the exception of Friday and Saturday. Money handed in on those days would be credited to a prisoner's account on the following Monday. Having considered the information available, we did not agree with Mr C that the prison were failing to credit money to a prisoner's account within a reasonable timescale and because of that, we did not uphold his complaint.