

## SPSO decision report

**Case:** 201809490, Scottish Prison Service  
**Sector:** Scottish Government and devolved administration  
**Subject:** bullying / victimisation  
**Decision:** resolved, no recommendations

### Summary

Miss C complained to us about the response she received from the Scottish Prison Service (SPS) in relation to a complaint she made about a prison officer. During our investigation, the SPS agreed to issue a revised response to Miss C's complaint. We considered that this response adequately addressed the issues she had raised and that it resolved the complaint. We closed the complaint for this reason.