

Our Ref: HQ16191

06 December 2016

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your recent freedom of information request, which was received on 8 November 2016. This gives a statutory deadline for responding of 7 December 2016 under the terms of the Freedom of Information (Scotland) Act 2002.

You asked the following, and for ease of reference I have copied your original request for information (RFI) as follows.

1. RFI – How many prisoners have complained to the prison service in each individual jail in the last two years and what was the nature of the complaint?
2. RFI – How many complaints were upheld by the ombudsman and what were those complaints? How was the upheld complaint resolved? Where monetary compensation was offered, how much was the compensation?
3. RFI – What were the nature of the complaints thrown out?

In response to **RFI 1**; having completed our search of all electronic and paper records held by the SPS I have enclosed the information held. For clarity the figures are for the last full financial year 2015/16 and this year to date. The data available is not aggregated by individual prisoner, it is the total number of complaints recorded. It should also be noted that some prisoners submit multiple complaints and as an example, 10 prisoners in our custody account for over 8% of all the complaints received.

For completeness the following key applies;

AW – Addiewell	BA- Barlinnie	CV – Cornton Vale	DF – Dumfries	ED – Edinburgh
GN - Grampian	GO – Glenochil	GR – Greenock	IN – Inverness	KM – Kilmarnock
LM – Low Moss	OP – Open Estate	PL – Polmont	PR – Perth	SO - Shotts

In response to **RFIs 2 & 3**; under section 25(1) of FOISA, we are not required to provide information in response to a request if it is already reasonably accessible to you. The information you have requested is available from the Scottish Public Services Ombudsman (SPSO)

Website Link: <http://www.spsso.org.uk/our-findings>

An example of their search engine is provided below. This search area will provide you with all the information you have requested. The SPS can however confirm that there were no cases where monetary compensation was awarded.

Decision Reports

Search

Organisation	<input type="text" value="scottish prison service"/>
Sector	Scottish Government and Devolve <input type="button" value="v"/>
Contains words	<input type="text"/>
Outcome	Upheld, recommendations <input type="button" value="v"/>
Report Date	Start date April <input type="button" value="v"/> 2015 <input type="button" value="v"/>
	End date March <input type="button" value="v"/> 2016 <input type="button" value="v"/>
Case Ref Number	<input type="text"/>

If you are dissatisfied with this response, you have the right to request a review. Your request should be made within 40 working days of the date of receipt of this letter and we will reply within 20 working days of receiving your request. Under section 20(3)(c)(ii) of the Act your request should outline your reason for seeking a review. If our decision is unchanged following a review and you remain unsatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner.

If you require a review of our decision to be carried out, please write to Colin McConnell, Chief Executive, Scottish Prison Service, Calton House, Redheughs Rigg, Edinburgh EH12 9HW. The review will be undertaken by staff not involved in the original decision making process.

I trust this information is helpful.

Yours sincerely,

Scottish Prison Service.