

Re: FOI 14266

Dear [REDACTED],

09 March 2015

Thank you for your request dated the 10th February 2015 under the Freedom of Information (Scotland) Act 2002 (FOISA) for answers to the following questions;

- Is there a formal appeal process against a decision of a local Risk Management Team for example in relation to progression?
- Is there a formal appeal process against a decision made at an adverse development case conference? and
- Is there a formal appeal process against a decision in relation to Rule 95?

In addition, you requested;

- as much information as possible, such as GMAs or any other internal guidance that is provided to Governors or staff; and
- information on the scope of problems which can be resolved by the PCF system – what sort of issues can be resolved and what sort of issues can't be resolved.

We received your request on the 10th February 2015 - this gave a statutory deadline of the 10th March 2015 for responding under the terms of the Freedom of Information (Scotland) Act 2002.

We have now completed our search for the information you request, please see the following.

- In response to your first three questions, there is no formal appeal process specific to these subjects; however a complaint can be raised through the internal complaints process (PCF system).
- We include in our response;
 - a copy of staff guidance on prisoner complaints and disciplinary appeals under the 2011 rules (version2),
 - guidance on PCF1 & PCF2 forms for prisoners; and
 - the complaints flowchart. There are no complaints handling GMAs specific to the areas identified in your original questions.
- The internal complaints process is designed to consider all complaints raised by prisoners and where these cannot be resolved internally, they can be referred to the Scottish Public Sector Ombudsman. There is no restriction on the scope of problems that can be considered.

If you are unhappy with this response to your request, you may ask us to carry out an internal review, by writing to The Chief Executive, Calton House, 5 Redheughs Rigg, Edinburgh, EH12 9HW. Your request should explain why you wish a review to be carried out, and should be made within 40

working days of receipt of this letter, and we will reply within 20 working days of receipt. If you are not satisfied with the result of the review, you then have the right to make a formal complaint to the Scottish Information Commissioner.

Yours sincerely,

**Head of Corporate Affairs
Scottish Prison Service**