

## Scottish Prison Service Complaints Received

Subject Group	2015-16		
	Total	Rank	as % of Prisons Total
Security, Control and Progression	68	1	20.5%
Health, Welfare and Religion	46	2	13.9%
Privileges and Prisoners Property	38	3	11.5%
Communication and Records	35	4	10.6%
Leave from Prison (Including Home Detention Leave)	31	5	9.4%
Discipline	27	6=	8.2%
Physical and Personal Environment	27	6=	8.2%
Admission, Transfers and Discharge	26	8	7.9%
Work, Education, Earnings and Recreation	19	9	5.7%
Subject Unknown or Out Of Jurisdiction	14	-	4.2%
<b>Total</b>	<b>331</b>	<b>-</b>	<b>100.0%</b>

Subject Group	2014-15		
	Total	Rank	as % of Prisons Total
Security, Control and Progression	59	1	18.7%
Health, Welfare and Religion	54	2	17.1%
Communication and Records	44	3	14.0%
Privileges and Prisoners Property	38	4	12.1%
Discipline	37	5	11.7%
Leave from Prison (Including Home Detention Leave)	22	6	7.0%
Admission, Transfers and Discharge	20	7	6.3%
Work, Education, Earnings and Recreation	16	8	5.1%
Physical and Personal Environment	15	9	4.8%
Supervision Levels	3	10	1.0%
Subject Unknown or Out Of Jurisdiction	7	-	2.2%
<b>Total</b>	<b>315</b>	<b>-</b>	<b>100.0%</b>

**Scottish Prison Service Complaints Determined**

Stage	Outcome Group	2015-16
Advice	Not duly made or withdrawn	69
	Out of jurisdiction (discretionary)	0
	Out of jurisdiction (non-discretionary)	0
	Outcome not achievable	0
	Premature	51
	Resolved	0
	<b>Total</b>	<b>120</b>
Early Resolution 1	Not duly made or withdrawn	13
	Out of jurisdiction (discretionary)	12
	Out of jurisdiction (non-discretionary)	22
	Outcome not achievable	67
	Premature	16
	Resolved	15
	<b>Total</b>	<b>145</b>
Early Resolution 2	Fully upheld	23
	Some upheld	4
	Not upheld	18
	Not duly made or withdrawn	1
	Resolved	0
	<b>Total</b>	<b>46</b>
Investigation 1	Fully upheld	5
	Some upheld	2
	Not upheld	7
	Not duly made or withdrawn	3
	Resolved	0
	<b>Total</b>	<b>17</b>
Investigation 2	Fully upheld	1
	Some upheld	0
	Not upheld	0
	<b>Total</b>	<b>1</b>
<b>Total Complaints</b>		<b>329</b>

Total Premature Complaints	67
Premature Rate	20.4%

Fit for SPSO Total (ER2, Inv 1 & 2)	64
Total uphold/partly upholds	35
Uphold Rate	54.7%

Stage	Outcome Group	2014-15
Advice	Not duly made or withdrawn	50
	Out of jurisdiction (discretionary)	5
	Out of jurisdiction (non-discretionary)	6
	Outcome not achievable	7
	Premature	57
	<b>Total</b>	<b>125</b>
Early Resolution 1	Not duly made or withdrawn	19
	Out of jurisdiction (discretionary)	3
	Out of jurisdiction (non-discretionary)	14
	Outcome not achievable	36
	Premature	12
	Resolved	12
	<b>Total</b>	<b>96</b>
Early Resolution 2	Fully upheld	11
	Some upheld	6
	Not upheld	45
	Not duly made or withdrawn	2
	<b>Total</b>	<b>64</b>
Investigation 1	Fully upheld	13
	Some upheld	7
	Not upheld	8
	Not duly made or withdrawn	6
	<b>Total</b>	<b>34</b>
<b>Total Complaints</b>		<b>319</b>

Total Premature Complaints	69
Premature Rate	21.6%

Fit for SPSO Total (ER2, Inv 1 & 2)	98
Total uphold/partly upholds	37
Uphold Rate	37.8%

Note - there were no prison cases closed at Investigation 2 stage in 2014-15