

Scottish Prison Service Complaints Received**2016**

Subject Group	Total
Security, Control and Progression	53
Communication and Records	44
Privileges and Prisoners Property	31
Health, Welfare and Religion	30
Physical and Personal Environment	25
Leave from Prison (Including Home Detention Leave)	22
Discipline	18
Work, Education, Earnings and Recreation	17
Subject Unknown or Out Of Jurisdiction	16
Admission, Transfers and Discharge	14
Total	270

2015

Subject Group	Total
Security, Control and Progression	68
Health, Welfare and Religion	46
Privileges and Prisoners Property	38
Communication and Records	35
Leave from Prison (Including Home Detention Leave)	31
Discipline	27
Physical and Personal Environment	27
Admission, Transfers and Discharge	26
Work, Education, Earnings and Recreation	19
Subject Unknown or Out Of Jurisdiction	14
Total	331

-17

Rank	As % of Prisons Total
1	19.6%
2	16.3%
3	11.5%
4	11.1%
5	9.3%
6	8.1%
7	6.7%
8	6.3%
9	5.2%
-	5.9%
	100.0%

-16

Rank	as % of Prisons Total
1	20.5%
2	13.9%
3	11.5%
4	10.6%
5	9.4%
6=	8.2%
6=	8.2%
8	7.9%
9	5.7%
-	4.2%
-	100.0%

Scottish Prison Service Complaints Determined

Stage	Outcome Group	2016-17
Advice	Not duly made or withdrawn	72
	Out of jurisdiction (non-discretionary)	0
	Premature	41
	Total	113
Early Resolution	Not duly made or withdrawn	9
	Out of jurisdiction (discretionary)	8
	Out of jurisdiction (non-discretionary)	18
	Outcome not achievable	45
	Premature	11
	Proportionality	20
	Resolved	9
	Total	120
Investigation	Fully upheld	10
	Some upheld	9
	Not upheld	20
	Not duly made or withdrawn	5
	Resolved	1
Total	45	
Total Complaints		278

Total Premature Complaints	52
Premature Rate	18.7%

Fit for SPSO Total (Investigations) 45

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Advice	Not duly made or withdrawn	69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
	Total	120
Early Resolution 1	Not duly made or withdrawn	13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
	Total	145
Early Resolution 2	Fully upheld	23
	Some upheld	4
	Not upheld	18
	Not duly made or withdrawn	1
	Resolved	0
	Total	46
Investigation 1	Fully upheld	5
	Some upheld	2
	Not upheld	7
	Not duly made or withdrawn	3
	Resolved	0
	Total	17
Investigation 2	Fully upheld	1
	Some upheld	0
	Not upheld	0
	Total	1
Total Complaints		329

Total Premature Complaints	67
Premature Rate	20.4%

Fit for SPSO Total (ER2, Inv 1 & 2) 64

Total Cases Upheld / Some Upheld	19
Uphold Rate (total upheld / total fit for SPSO)	42.2%

Total uphold/partly upholds	35
Uphold Rate	54.7%