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SCOTTISH STATUTORY INSTRUMENTS

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**2011 No. 331**

The Prisons and Young Offenders  
Institutions (Scotland) Rules 2011

PART 17

VISITING COMMITTEES

**Investigation of complaints**

**150.**—(1) The visiting committee or any member of the committee must hear and investigate any complaint which a prisoner makes to the committee or to the member.

(2) Where a member of the visiting committee wishes to see any prisoner in connection with a complaint, the Governor must make arrangements for the member to do so, whether in the prisoner's cell or room or in some other part of the prison, but in any case outwith the sight and hearing of an officer unless either party requests otherwise.

(3) The visiting committee must—

- (a) record particulars of its findings in relation to its investigation of a prisoner's complaint in its minute book;
- (b) promptly send a copy of such findings to the Scottish Ministers and to the Governor of the relevant prison; and
- (c) inform the prisoner concerned of its findings.