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## CAIRNGORMS NATIONAL PARK AUTHORITY AUDIT & RISK COMMITTEE

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### FOR DISCUSSION

**Title: COMPLAINTS LOG**

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#### **Purpose**

This paper presents information on the number and nature of complaints received by the Authority since the last update on this subject to the Committee in September 2017.

#### **Recommendations**

**The Audit & Risk Committee is asked to:**

- a) **Consider the information on complaints made to the Authority.**

#### **Executive Summary**

- I. A summary of complaints made to the Authority since the last update in September 2017 is presented in the following table.

<b>Nature of Complaint</b>	<b>Resolution Information</b>
Planning - Formal Complaint Concerning a Condition of Planning Consent and Subsequent Management of this Condition by CNPA Planning.	Response provided 25 days after complaint lodged. Complaint was not upheld. Complainant did not accept outcome and following further correspondence with them, a more comprehensive response was provided. However complaint was still not upheld.

**David Cameron, Director of Corporate Services**

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