
CAIRNGORMS NATIONAL PARK AUTHORITY AUDIT & RISK COMMITTEE

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 December 2016.

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 December 2016 is resented in the following table.

Nature of Complaint	Resolution Information
Roadside litter on A86, A889, A9	Closed in 12 days, setting out nature of responsibilities of varying organisations and conveying concerns onward.
Staff involvement in community representation in planning matter	Open at time of writing – to close by 5 May.
Planning development	Open at time of writing – received 27 April

David Cameron, Director of Corporate Services

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