
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 May 2019.

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 May 2019 is presented in the following table.

Nature of Complaint	Resolution Information
Increased traffic caused by promotion of Snowroads (Complaint made primarily to Perth and Kinross Council but copy sent to CNPA seeking a CNPA response)	Formal response provided within 13 days of complaint.
Inappropriate staff actions	Formal response provided within 20 days of complaint. Complaint closed – not upheld
Perceived lack of protection from CNPA/LDP to listed buildings at Killiecrankie battlefield	Formal response provided within 20 days of complaint. Complaint closed – not upheld
CNPA's management of contact regarding race on East Highland Way	Live complaint – response pending

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