
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 October 2018.

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 October 2018 is presented in the following table.

Nature of Complaint	Resolution Information
Complaint about Cairngorm Mountain funicular closed system – view that the Authority was not fulfilling its statutory duties under relevant legislation	Formal response provided within 20 days of complaint. Complaint closed.

David Cameron, Director of Corporate Services
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