
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 September 2020.

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 2020 is presented in the following table.

Nature of Complaint	Resolution Information
1. 27/07/20 - Raptor poisoning and the Park's handling of it.	Dealt with by Pete Mayhew and responded at Investigation stage within 19 working days.
2. 26/10/20. Over development (planning)	Dealt with by Murray Ferguson and responded at Investigation stage in 16 days.
3. 05/01/21. Lack of support for Grantown health walk	Dealt with by Jackie Farquhar and responded at Frontline resolution stage within 2 days.
4. 18/01/21. Use of Park for grouse shooting and the killing of rare raptors	Dealt with by Pete Mayhew and responded at Investigation stage in 16 working days.
5. 05/03/21. Lack of action by Planning Dept to enforce pre-emptive planning conditions on an application.	Dealt with by Gavin Miles and responded at Frontline resolution within 4 working days.
6. 13/04/21 - Conduct of an employee of a sporting estate located in the Park	Dealt with Grant Moir and passed on to estate involved to manage. Estate responded appropriately. Not a complain

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	levelled at CNPA
7. 06/05/21 – What is CNPA doing about Golden Eagle Poisoning	Dealt with by Pete Mayhew and responded at Investigation stage in 13 working days.
8. 08/06/21. Behaviour of a countryside ranger- and their interpretation of the SOAC.	Dealt with by Pete Crane. Identified through investigation that this was not a CNPA ranger, and responded accordingly, with details passed on to relevant organisation and information about SOAC provided in response. Complaint was responded at Investigation stage in 12 days.
9. 23/06/21. Lack of information on the progress of a planning development, and inability to find the information on the website	Dealt with by Gavin Miles and responded at Investigation stage in 14 days.
10. 30/06/21. CNPA's handling of complaint about a board member	Dealt with by Grant Moir and responded at Investigation stage in 23 days from date of initial complaint but 16 days after clarification sought was provided.
11. 01/07/21. Concerns in relation to the release of correspondence with a Sporting Estate in the Park and in relation to the poisoned eagle found on the Estate	More a criticism than a complaint but nevertheless responded at frontline resolution in 4 days by Vicky Walker.
12. 05/07/21. Prevention of swimming at Muir of Dinnet National Nature Reserve/Loch Kinnord	Dealt with by Adam Streeter-Smith and responded at Investigation stage within 15 working days.

2. Three complaints were dealt with at Frontline Resolution stage, and responded to within the 5 days specified. Complaints that are handled at Investigation stage should be responded to within 20 working days. Of the eight handled at investigation stage, one was responded to after 23 days but following clarification on the detail of the complaint, the time limit was reset, and the response was within 16 days of clarification provided. One complaint related to the actions of staff of another employer in the Park and was passed on appropriately, and one was deemed to be more of a criticism than a complaint and information was signposted to the individual accordingly.
3. Several complaints related to the Park's approach to handling the issue of raptor poisoning, and comprehensive responses were sent to each complainant setting out the actions taken by the Authority in this regard.
4. To date, we are not aware of any of our responses having been escalated to the SPSO but complainants have 12 months from the date they raised the complaint to escalate it to the SPSO.
5. There has been a small increase in the number of complaints received in the last 12 months when compared with the previous period (12 in the period September 2020 –

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September 2021 + an earlier complaint that had not been previously reported; 10 in the period September 2019 – September 2020).

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