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## CAIRNGORMS NATIONAL PARK AUTHORITY AUDIT & RISK COMMITTEE

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### FOR DISCUSSION

**Title: COMPLAINTS LOG**

**Prepared by: DAVID CAMERON, DIRECTOR OF CORPORATE SERVICES**

#### **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 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 December 2019 is presented in the following table.

<b>Nature of Complaint</b>	<b>Resolution Information</b>
Capercaillie Project	Dealt with by David Cameron and Grant Moir and closed in 4 days.
Demolition of Laurel Bank in Aviemore	Dealt with by Grant Moir and closed within 3 weeks.
Board Elections	Responded to by the Highland Council within a week.

**David Cameron, Director of Corporate Services**

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[davidcameron@cairngorms.co.uk](mailto:davidcameron@cairngorms.co.uk)