

## CAIRNGORMS NATIONAL PARK AUTHORITY

---

### FOR DECISION

**Title: ANNUAL INTERNAL REVIEW: COMPLAINTS  
HANDLING REPORT**

**Prepared by: ANDREW SHAW/MATTHEW SWAN, KPMG**

#### **Purpose**

To present the post implementation report on the Complaints Handling process.

#### **Recommendations**

**The Audit Committee is asked to:**

- a) Consider the internal auditor's joint report on the Complaints Handling process;**
- b) Endorse the management responses to the recommendations for action raised by the internal auditor.**

#### **Executive Summary**

1. The Park Authority's internal auditors, KPMG, have undertaken a review on its Complaints Handling process. This is a joint review of the Authority's and Loch Lomond National Park Authority's complaint handling processes. This review is a component of the agreed internal audit plan for 2015/16 which is driven by an assessment of the Authority's strategic risk registers.
2. The full report arising from the reviews is included as Annex 1 to this paper.
3. The report highlights 2 moderate and 2 low priority recommendations relevant to current Complaints Handling processes. All the recommendations have been accepted by management, and the responses are noted within the report.

**Danie Ralph**  
**28 October 2015**  
[danielralph@cairngorms.co.uk](mailto:danielralph@cairngorms.co.uk)