
CAIRNGORMS NATIONAL PARK AUTHORITY AUDIT & RISK COMMITTEE

FOR INFORMATION

Title: COMPLAINTS LOG

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Purpose

This paper presents information on complaints received over 2016/17 to date.

Recommendations

The Audit & Risk Committee is asked to:

- a) Note the information presented.

Executive Summary

1. The Committee have requested sight of summary information on the nature of complaints received by the organisation. This information is summarised in the following table.

Nature of complaint	Resolution info
Approaches to raptor persecution	Resolved in 4 days
Procedures for making phone contact with Convenor	1 day resolution with processes adjusted on review.
IT problems in uploading planning comments	1 day resolution
Planning complaints	2 differing complaints resolved following full investigation
Finance / invoice not paid	2 days to resolve – invoice submitted to CNPA in error and dot due for payment by us.
Environmental approach by CNPA and priorities given to it	3 days to provide written response

2. In addition to the above, the Authority's staff have handled a complaint investigation on LEADER processes on behalf of the Cairngorms Local Action Group.

David Cameron, Director of Corporate Services

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