
**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 August 2018.

Recommendations

The Audit & Risk Committee is asked to:

- a) **Consider the information on complaints made to the Authority.**

Executive Summary

1. A summary of complaints made to the Authority since the last update in August 2018 is presented in the following table.

Nature of Complaint	Resolution Information
Written complaint about Cairngorms funicular closed system	Responded and closed within 20 working days of escalation to investigation stage (Escalation timescale of 20 days met)

2. We are also currently dealing with a complaint review from the Scottish Public Services Ombudsman (SPSO) on the escalation of a planning complaint.

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