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## CAIRNGORMS NATIONAL PARK AUTHORITY AUDIT & RISK COMMITTEE

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### 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 May 2018.

#### **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 May 2018 is presented in the following table.

<b>Nature of Complaint</b>	<b>Resolution Information</b>
Written complaint by member of the public re e-mail queries being unanswered.	Responded and closed within 7 days of escalation to investigation stage (Escalation timescale of 20 days met)
Verbal complaint by member of public about early Saturday morning noise of machinery associated with extension	Noted and resolved immediately (Frontline resolution timescale of 5 days met)
Written planning complaint about perceived unfair decision at planning committee and accusation that presentation had been tampered with	Responded and closed 15 days after complaint lodged (Frontline resolution timescale of 5 days not met)

**David Cameron, Director of Corporate Services**  
**22 August 2018**  
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