
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 September 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 September 2019 is presented in the following table.

Nature of Complaint	Resolution Information
Alleged breach of GDPR through use of name and e-mail address on behalf of CNPA	Closed within 19 working days. Privacy Policy to be reviewed and staff reminder on GDPR
Condition of wildlife garden at entrance to new extension	Gardener contracted to tidy wildlife garden and to plan, in conjunction with Conservation staff a more colourful and fragrant wildlife garden next year. Interpretation placed by garden explaining purpose of garden and positive impact on wildlife numbers.

David Cameron, Director of Corporate Services
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