
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 2021.

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 2021 is presented in the following table.

Nature of Complaint	Resolution Information
1. 29/09/21 – Confidential complaint about board member conduct.	Dealt with by David Cameron and responded at Investigation stage within 9 working days.
2. 16/11/21 – Confidential complaint about conduct of board members	Dealt with by David Cameron and responded at Investigation stage within 20 working days.
3. 23/11/21 – various historic matters including - delayed forestry grant; no officer follow up from meetings;	Dealt with by Charlotte Milburn and responded at Frontline resolution stage within 7 days.
4. 30/11/21 – advertising of the NPPP4 consultation	Dealt with by Olly Davies and responded at Frontline resolution stage in 1 working day.
5. 10/12/21 - a staff member's twitter feed	Dealt with by Mike Woolvin and responded at Frontline resolution within 1 working day.
6. 16/12/21 – NPPP4 Consultation – specifically Commonplace process	Dealt with by Olly Davies and responded at Investigation Stage within 47 days
7. 15/04/22 – An Lochans Uaine	Dealt with by Murray Ferguson and

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signage	responded at Frontline Resolution stage in 4 working days.
8. 31/04/22 – Confidential complaint about staff member conduct	Dealt with by Kate Christie. Responded at Frontline Resolution stage within 4 working days

2. There were eight complains in the period September 2021 – April 2022. Five complaints were dealt with at Frontline Resolution stage, four of which were responded within the 5 days specified. One was responded after 7 days. Three complaints were dealt with at Investigation stage. Complaints that are handled at Investigation stage should be responded within 20 working days. Two were dealt with in the timescales, but one took 47 days. This complaint had been acknowledged immediately and partially dealt with to the complainant's satisfaction, but it still required investigation which was delayed over the Christmas period and staff holidays.
3. To date, we are not aware of any of our responses having been escalated to the SPSO but complainants have 12 months from the date they raised the complaint to escalate it to the SPSO.

Kate Christie, Head of Organisational Development

16 May 2022

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