
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 June 2020.

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 June 2020 is presented in the following table.

Nature of Complaint	Resolution Information
Capercaillie project: contractors actions	Dealt with following investigation by David Cameron and closed in 20 days.
Use of image of individual on media	Historic complaint going back to September 2019, which had been dealt with immediately, but then complainant found another image in 2020, and complained about it. This matter was dealt with immediately and resolved in 1 day
Social Media involving a Board Member	Dealt with following investigation by David Cameron and closed in 20 days.
Authority's response to wildlife crime	Dealt with following investigation by Pete Mayhew and closed in 20 days.
Social Media involving a Board Member	Dealt with following investigation by David Cameron through Audit and Risk Committee and closed in 24 days
Social Media involving a Board Member	Dealt with following investigation by David Cameron through Audit and Risk Committee and closed in 23 days

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Social Media involving a Board Member	Dealt with following investigation by David Cameron through Audit and Risk Committee and closed in 24 days
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2. As noted in the table above, final letters of response to individual complainants on the matter regarding social media involving a Board Member were not issued within the 20 day target response time as a consequence of work pressures.
3. As members are aware, the complaints identified in the final three entries of the table were referred to the Ethical Standards Commission for consideration.
4. The Authority was notified on 1 September 2020 that the complaint on the Capercaillie Project referred to in the first entry in the table has been referred to the Scottish Public Services Ombudsman (SPSO). We are currently liaising with the SPSO on their preliminary review of the matter.

David Cameron, Director of Corporate Services

2 September 2020

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