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## CAIRNGORMS NATIONAL PARK AUTHORITY AUDIT & RISK COMMITTEE

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### FOR DISCUSSION

**Title: COMPLAINTS LOG**

**Prepared by: DAVID CAMERON, DIRECTOR OF CORPORATE SERVICES**

#### **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 2017.

#### **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 2017 is presented in the following table.

<b>Nature of Complaint</b>	<b>Resolution Information</b>
Planning - response time to individual's concerns about a breach of planning control on the site which individual considered to be inadequate.	Closed in 12 days, complaint not upheld, as response time considered appropriate.
Staff using a significant amount of high street parking, which is at a premium due to the reduction of parking space outside the Co-op supermarket.	Closed in 1 day, – e-mail circulated to staff signposting them to public car parks, and requesting consideration of where they park during the building works.

**David Cameron, Director of Corporate Services**  
**13 September 2017**  
[davidcameron@cairngorms.co.uk](mailto:davidcameron@cairngorms.co.uk)