



EIR Ref: 2017/072

14th November 2017

REQUEST UNDER ENVIRONMENTAL INFORMATION (SCOTLAND) REGULATIONS 2004

I refer to your request for information, received by email on 17th October 2017.

To ensure compliance with the recommended statutory process for handling your request we have applied the exemption under Section 39(2) of the Freedom of Information (Scotland) Act 2002 as we have determined that the information sought in your request is environmental information. We are therefore handling your request under the terms of the Environmental Information (Scotland) Regulations 2004 (EIRs). In this case the public interest in maintaining this exemption and in dealing with the request in line with the requirements of the EIRs outweighs any public interest in disclosing the information under FOISA.

Your specific request and the response from the National Park Authority are provided below.

For the period from 1 March 2017 to 15 October 2017 please provide details of complaints received by you in writing (email and written) and by telephone relating to:

- 1. the introduction and operation of the camping management byelaws, zones and permit areas**
- 2. the operation of the permit application and payment process**
- 3. operations conducted by, and the conduct of, park authority rangers in the camping management zones and permit areas**
- 4. campsites and pitch facilities, toilet facilities and rubbish collection facilities, or the lack of these, in the camping management zones and permit areas**
- 5. errors and omissions of the park authority and its staff relating to the above**

The complaints received between 1st March 2017 and 15th October 2017 in relation to the introduction of the camping management zones byelaws and permit areas are listed in the attached Appendix A. These complaints were processed in accordance with the Park Authority complaints policy which can be found on our website at:

<http://www.lochlomond-trossachs.org/park-authority/how-to-make-a-complaint/>

It is worth noting that as part of the measures to improve the camping experience for visitors, the Park Authority proactively requested feedback on an ongoing basis, during the first season of the implementation of the new camping management zones, byelaws and permit areas. The feedback was requested from visitors who made a permit booking or who booked a camping pitch, see attached Appendix B. This was part of the customer service that was introduced to

LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY

National Park Headquarters, Carrochan, Carrochan Road, Balloch, G83 8EG Long: 4°34'24"W Lat: 56°00'12"N
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resolve practical issues as quickly as possible for visitors. This feedback including both positive and negative responses, and forms part of the overall review of the service delivery of permits and camping provision, which will be published in due course.

Yours sincerely

Governance & Legal Team
Loch Lomond & The Trossachs National Park Authority

Review Procedure

If you are dissatisfied with this response, or the way in which the Authority has dealt with your request, you are entitled to ask the Authority to review its decision. Please note that in order for a review to take place you must:-

- Lodge a written request for a review within 40 working days of either the date on which you received a response from the Authority or the date by which you should have received a response under the terms of the Environmental Information (Scotland) Regulations 2004, whichever is the later.
- Include your name, address for correspondence, a description of the original request, and the reasons why you are dissatisfied; and

address your review request to:

Governance & Legal Team
Loch Lomond & The Trossachs National Park Authority
National Park Headquarters
Carrochan
Carrochan Road
Balloch
G83 8EG
E-mail: info@lochlomond-trossachs.org

Please note that links provided to information available elsewhere are intended to assist you. Requests for information held by other public authorities, and any complaints regarding access to such information should be addressed to that authority. These review procedures relate only to information which is directly under the control of Loch Lomond & The Trossachs National Park Authority.

The review of your request will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Environmental Information (Scotland) Regulations 2004, at:

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Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01344 464 610
Website: www.itspublicknowledge.info
E-mail: enquiries@itspublicknowledge.info
Online appeal portal: www.itspublicknowledge.info/Appeal

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EIR 2017/072 Appendix A

Type of complaint	Format of complaint	Subject of complaint
Frontline	Email	Complaint about how new byelaws were publicised in the media
Frontline	Email	Complaint about introduction of camping permits
Frontline	Email	Complaint about 'camping ban' and requirement to book a permit
Investigation	Email	Statement on BBC on introduction of camping management zones and permit bookings
Frontline	Email	Camper vans parking in laybys
Investigation	Email	Map on website not sufficiently clear, concern about not being able to book at permit at short notice, rules for overnight use of laybys and enforcement role of Rangers
Frontline	Email	Signage to indicate area for wild camping put in wrong place
Frontline	Email	Concern about requirement to pre book parking for motor home
Frontline	Email	Concerns about permit bays for motor homes
Frontline	Email	Complaint about tents and litter at Balmaha
Investigation	Email	Complaint about Rangers actions in asking campers to leave an area as they had no permit
Investigation	Email	Management of permit area at Firkin Point with specific complaint about noise from campers
Investigation	Facebook	Litter and human waste on land at Loch Venacher
Investigation	Email	Litter and closure of toilets at Firkin Point
Frontline	Email	Litter at Firkin Point
Investigation	Email	Difficulties in making a camping booking
Investigation	Email	Wild campers rubbish
Investigation	Email	Litter in permit area
Frontline	Email	Complainer unaware they could not just set up camp at Loch Chon
Investigation	Email	Complaint about Rangers requesting complainer and friends to move from where they had set up camp
Frontline	Email	Campers at Hollybank beach
Frontline	Email	Car parked at entrance to access road, believed it belonged to campers
Investigation	Email	failure to provide suitable camping accommodation for disabled users at Loch Chon
Frontline	Email	Introduction of byelaws and belief that complainer could not stop in a layby without being fined
Investigation	Email	Misleading information at Board meeting on 19th June
Investigation	Email	Complaint on failures at Loch Chon and Failures to Enforce at Loch Chon
Frontline	Email	Complaint about tents out with permit area at Firkin Point
Frontline	Email	Campers leaving litter and human waste
Investigation	Email	Campers asked to leave permit area, complaint that noise caused by other campers
Investigation	Email	Litter and camping permit area full so unable to camp
Investigation	Email	Locking of toilet facilities, removal of litter collection facilities, and the conduct of a ranger who provided instructions to move

Type of complaint	Format of complaint	Subject of complaint
		to Glen Douglas, but did not interact with a group with a large fire on the Lochside.
Investigation	Email	Concerns about negative impact of introduction of Camping byelaws

EIR 2017/072 Appendix B - Request for feedback

Thanks for booking a permit at Loch Earn, South Shore B / Loch Èire a Deas B. We hope you enjoyed your stay in Loch Lomond & The Trossachs National Park.

We're keen to hear your feedback to help us learn from your experience and make any improvements.

Our short survey will take no longer than 2 minutes to complete and gives you a chance to share your experience with us.

[Complete our survey](#)

Thank you for your time.

Loch Lomond & The Trossachs National Park

Carrochan

Carrochan Road

Balloch, G83 8EG

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campingbookings@lochlomond-trossachs.org

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