



Loch Lomond & The Trossachs National Park Authority
Carrochan
Carrochan Road
Balloch
G83 8EG

FOI Ref: 2022-018
22nd August 2022

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

We refer to your request for information, received by email on 23rd July 2022. Your specific requests and the Park Authority's response are provided below.

“I would like to know how many complaints against National Park staff have been made by the public over the last, say, 3 years

Complaints received by the National Park Authority are processed in line with our complaints policy, which can be found on our website at: <https://www.lochlomond-trossachs.org/park-authority/how-to-make-a-complaint/>

Complaints are recorded by financial year. Our complaints process covers frontline complaints and complaint investigations.

There were 11 frontline complaints against staff in the last three financial years.

There were three complaint investigations which included a complaint against a member of staff in the last three financial years.

“Of those complaints, how many were upheld i.e. where National Park staff were found at fault.”

The Park Authority started to record the outcomes of complaints in financial year 2021/22 in accordance with a new requirement required by the Scottish Public Services Ombudsman for all public authorities to record complaint outcomes. Information on the outcome of complaints prior to 2021 has not been recorded. Accordingly, we have to advise you under section 17(1)(b) of the Act, that this information is not held.

Of the 6 frontline complaints against staff recorded in financial year 2021/22, one was partially upheld, and one was upheld.

There was one complaint investigation against staff recorded in financial year 2021/22 which was not upheld.

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

t: 01389 722600 f: 01389 722633 e: info@lochlomond-trossachs.org w: [lochlomond-trossachs.org](https://www.lochlomond-trossachs.org)

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Yours sincerely

**Information Management
Loch Lomond and the Trossachs National Park Authority**

Review Procedure

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

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request 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 Freedom of Information (Scotland) Act 2002, whichever is the later.
- address your review request to:

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

The review 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 Freedom of Information (Scotland) Act 2002, at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01334 464610
Website: www.itspublicknowledge.info
E-mail: enquiries@itspublicknowledge.info

Online appeal portal: www.itspublicknowledge.info/Appeal

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