



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

FOI Ref: 2025-031
Date: 26 August 2025

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

Thank you for your request for access to information held by the National Park Authority that we received by email on 8 August 2025. We have processed your request under the Freedom of Information (Scotland) Act 2002 and have provided our response below.

Your Request

For the time period 1st April 2024 to 31st March 2025 (or your nearest 12-month period), please provide the following:

- 1. total number of violent incidents on your staff broken down by job title/category of worker*
- 2. a breakdown of the nature of the violent incident e.g., verbal, physical, threatening behaviour*
- 3. how many violent incidents have been reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences) Regulations, with a breakdown by job title/category of worker*

Please could you break this information down into incidents involving female staff / male staff.

Violent incidents can include verbal abuse or threats including face to face; online and via telephone; physical attacks; threatening behaviour; racial abuse and sexual harassment/violence.

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

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Our Response

In the year from 01 April 2024 to 31 March 2025, we logged the following number of Health and Safety Report Forms in relation to aggressive behaviour or verbal abuse. None of these incidents were deemed to be reportable under RIDDOR.

Job Role	Aggressive Behaviour	Verbal Abuse
Front Of House Assistant	1	0
Seasonal Ranger	6	1

Right to Review

If you are unhappy with our response, you can ask us to review our handling of your request. More information on how to submit a request for review is provided in the attached sheet.

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