



Mr N Kempe
nickkempe1@gmail.com
FOI Ref: 2016/007

18th March 2016

Dear Mr Kempe,

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

Following your request for information under the Freedom of Information (Scotland) Act 2002, received by email on 19th February 2016 your specific requests and the relevant information held by the Park Authority are provided below.

Confirm whether Mr Shaw also passed on to the Park my letter of 14th December and if so when.

A letter sent from you to KPMG, dated 14th December 2015 was passed to the Park Authority on 18th December 2015.

The Audit states one of its objectives was to mitigate non-compliance with the “SPSO’s model code of conduct” – I assume this means SPSO’s model complaints handling process and the reference to a code of conduct is a mistake but would be grateful if you could confirm this or if not let me know what document was being referred to.

You are correct that the audit objective should have stated “SPSO’s model complaints handling process”.

How were complaints selected for the sample (i.e. was it random, chosen by KPMG on basis of the information in the complaints log or provided by the National Park)? If the complaints were chosen by the National Park on what basis did you choose them?

The Park Authority had no role in the complaints sampling selected by KPMG and holds no information on the basis of the sample of complaints that were examined by KPMG. Accordingly, I have to advise you under section 17(1)(b) of the Act, that the Park Authority does not hold the information requested on this subject.

Were complaints COMP 2015/001 and COMP 2015/009 included in the sample of 25 complaints considered by KPMG?

KPMG confirmed in December 2015 that complaint reference COMP 2015/001 was one of the files examined by them during the audit. The Park Authority holds no other information on the sample of complaints that were examined by KPMG.

Did anyone in the National Park alert KPMG at any stage during the complaints audit that you had had to breach your own complaints procedure due to having a lack of Directors in post to investigate complaints against yourself and Fiona Logan?

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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Page 1 of 2

This is not a request for information under the Freedom of Information (Scotland) Act 2002. The Park Authority has fully investigated and responded to your previous complaints against Gordon Watson and Fiona Logan, which will not be considered further.

Yours sincerely

Information Officer

info@lochlomond-trossachs.org

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 the Director of Corporate Services:

Jaki Carnegie
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

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