

Ref No.	Date received	Response date	date complaint closed	Time taken to resolve (working days)	Type of complaint (Frontline or investigation)	How complaint was received (Telephone, in person, email or letter)	Subject of complaint	Area complaint relates to	Location of issue/incident if applicable	Staff handling complaint	outcome (customer satisfied or dissatisfied)
COMP 2017-001	03.01.2017	10.01.2017	05.01.2017	2	Frontline	Email	Overflowing bins at Luss (Other NPA)	other NPA	Luss		
COMP 2017-002	02.01.2017	10.01.2017	04.01.2017	1	Frontline	Email	Toilets closed at Rowardennan (Other NPA)	other NPA	Rowardennan		
COMP 2017-003	05.01.2017	12.01.2017	05.01.2017	1	Frontline	Email	Toilet condition at Luss (Other NPA)	other NPA	Luss		
COMP 2017-004	06.01.2017	13.01.2017	13.01.2017	5	Frontline	Email	Inverglas café (Other NPA)	other NPA	Inverglas		
COMP 2017-005	05.01.2017	12.01.2017	13.01.2017	6	Frontline	Email	Luss bins (Other NPA)	other NPA	Luss		
COMP 2017-006	09.01.2017	16.01.2017	19.01.2017	10	Frontline	Email	Contact during public holidays (OtherNPA)	other NPA			
COMP 2017-007	10.01.2017	17.01.2017	11.01.2017	1	Frontline	Facebook	Litter at Duck Bay (Non NPA)	non NPA	Duck Bay		
COMP 2017-008	09.01.2017	16.01.2017	16.01.2017	2	Frontline	Email	Media interview with CEO (Your Park)	Your Park			Dissatisfied
COMP 2017-009	21.01.2017	27.01.2017	23.01.2017	1	Frontline	Email	Inverglas café (Other NPA)	other NPA	Inverglas		
COMP 2017-010	23.01.2017	30.01.2017	30.01.2017	6	Frontline	Facebook	Fishing and byelaws (Your Park)	Your Park	Lochearnhead		
COMP 2017-008 Stage 2	26.01.2017	23.02.2017	20.02.2017	17	Investigation	Email	Media interview with CEO (Your Park)	Your Park			
COMP 2017-011	25.01.2017	01.02.2017	26.01.2017	1	Frontline	Email	Consultation at Firkin picnic site (Your Park)	Your Park			
COMP 2017-011 Stage 2	30.01.2017	extended from 27.02.2017 to 06.03.2017	06.03.2017	25	Investigation	Email	Consultation at Firkin picnic site (Your Park)	Your Park			
COMP 2017-012	25.01.2017	01.02.2017	25.01.2017	1	Investigation	Email	Consultation at Firkin picnic site (Your Park)	Your Park			dissatisfied, second stage investigation processed
COMP 2017-012 Stage 2	30.01.2017	extended from 27.02.2017 to 06.03.2017	06.03.2017	25	Investigation		Consultation at Firkin picnic site (Your Park)	Your Park			
COMP 2017-013	02.02.2017	09.02.2017	07.02.2017	3	Frontline	email	Millarochy Bay closure (Other NPA)	other NPA	Millarochy		

COMP 2017-014	02.02.2017	09.02.2017	03.02.2017	1	Frontline	email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-015	02.02.2017	09.02.2017	02.02.2017	1	Frontline	Facebook	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-016	02.02.2017	09.02.2017 - 2nd stage response due 31st March	29.03.2107	20	Frontline	email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-017	02.02.2017	09.02.2017	02.02.2017	1	Frontline	telephone	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-018	02.02.2017	09.02.2017	02.02.2017	1	Frontline	telephone	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-019	02.02.2017	09.02.2017	03.02.2017	1	Frontline	email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-020	03.02.2017	10.02.2017	03.02.2017	1	Frontline	email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-021	06.02.2017	13.02.2017	07.02.2017	1	Frontline	email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-022	03.02.2017	10.02.2017	03.02.2017	1	Frontline	Facebook	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-023	07.02.2017	06.03.2017	01.03.2017 decision taken to process as EIR Ref 2017-015		Investigation	Email		other NPA	Miarrrochy	
COMP 2017-024	07.02.2017	14.02.2017	07.02.2017	1	Frontline	Email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-025	06.02.2017	13.02.2017	01.03.2017	17	Frontline	Email	NPA)	other NPA	Miarrrochy	
COMP 2017-026	10.02.2017	10.03.2017	02.03.2017	14	Investigation	Email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-027	13.02.2017	20.02.2017	24.02.2017	9	Frontline	Facebook	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-027 Stage 2	25.02.2017	24.03.2017	02.03.2017	13	Investigation	Email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-028	11.02.2017	17.02.2017	15.02.2017	3	Frontline	Email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-029	14.02.2017	21.02.2017	24.02.2017	8	Frontline	Email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-030	15.02.2017	22.02.2017	15.02.2017	1	Frontline	Email	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	

COMP 2017-031	14.02.2017	21.02.2017	02.03.2017	12	Frontline	Letter	Miarrrochy Bay closure (Other NPA)	other NPA	Miarrrochy	
COMP 2017-032	16.02.2017	16.03.2017	07.03.2017	13	Investigation	Email	Firkin Point Camping Site (Your Park)	other NPA		
COMP 2017-033	17.02.2017	24.02.2017	20.02.2017	1	Frontline	Email	Miarrrochy Bay closure (Other NPA)	other NPA		
COMP 2017-034	17.02.2017	24.02.2017	20.02.2017	1	Frontline	Facebook	Litter Balmaha (Non NPA)	non NPA		
COMP 2017-035	21.02.2017	28.02.2017	28.02.2017	5	Frontline	Email	Overnight Camping (Your Park)	Your Park		
COMP 2017-036	23.02.2017	02.03.2017	02.03.2017	5	Frontline	Letter	Miarrrochy Bay closure (Other NPA)	other NPA		
COMP 2017-037	24.02.2017	03.03.2017	24.02.2017	1	Frontline	?	Miarrrochy Bay closure (Other NPA)	other NPA		
COMP 2017-038	27.02.2017	06.03.2017	28.02.2017	1	Frontline	Facebook	New signage in Balloch (Access)	Access		
COMP 2017-039	24.02.2017	03.03.2017	24.02.2017	1	Frontline	Facebook	Camping byelaws (Your Park)	Your Park		
COMP 2017-040	25.02.2017	03.03.2017	09.03.2017	9	Frontline	Email	Litter Tarbet / Drivers (non NPA)	non NPA		
COMP 2017-041	27.02.2017	06.03.2017	20.03.2017	14	Investigation	Email	complainer came in to complain in person on 27th Feb. [redacted] spoke to him. (Other NPA)	other NPA		
COMP 2017-042	01.03.2017	08.03.2017	01.03.2017	1	Frontline	Facebook	Litter, Balmaha (Non NPA)	non NPA		
COMP 2017-043	01.03.2017	08.03.2017	02.03.2017	1	Frontline	Email	New byelaws (Your Park)	Your Park		
COMP 2017-044	01.03.2017	08.03.2017	02.03.2017	1	Frontline	Email	Camping permits (Your Park)	Your Park		
COMP 2017-045	02.03.2017	10.03.2017	10.03.2017	5	Frontline	Email	Camping permits (Your Park)	Your Park		
COMP 2017-046	06.03.2017	13.03.2017	08.03.2017	2	Frontline	Email	Litter on A82 (Non NPA)	non NPA		
COMP 2017-047	04.03.2017	10.03.2017	07.03.2017	2	Frontline	Email	Signage (Access)	Access		
COMP 2017-048	10.03.2017	07.04.2017	05.04.2017	18	Investigation	Email	Statement on BBC (Your Park)	Your Park		
COMP 2017-049	12.03.2017	17.03.2017	15.03.2017	3	Frontline	Email	Miarrrochy (Other NPA)	other NPA		
COMP 2017-050	12.03.2017	17.03.2017	15.03.2017	3	Frontline	Email	Miarrrochy (Other NPA)	other NPA		
COMP 2017-051	12.03.2017	17.03.2017	17.03.2017	5	Frontline	Email	Camping byelaws (Your Park)	Your Park		
COMP 2017-051										
Stage 2	18.03.2017	17.04.2017	13.04.2017	18	Investigation		Camping byelaws (Your Park)			
COMP 2017-052	13.03.2017	20.03.2017	20.03.2016	5	Frontline	Email	Miarrrochy (Other NPA)	other NPA		
COMP 2017-053	13.03.2017	17.03.2017	13.03.2017	1	Frontline	Telephone	Firkin litter (Other NPA)	other NPA		
COMP 2017-054	12.03.2017	17.03.2017	15.03.2017	3	Frontline	Facebook	Miarrrochy (Other NPA)	other NPA		
COMP 2017-055	15.03.2017	12.04.2017	12.04.2017	19	Investigation	Email	Camping byelaws (Your Park)	Your Park		
COMP 2017-056	08.03.2017	15.03.2017	20.03.2017	8	Frontline	Email	Carparking at Aberfoyle (Other NPA)	other NPA		
COMP 2017-057	21.03.2017	28.03.2017	21.03.2017	1	Frontline	Telephone	Fishing (Other NPA)	other NPA		
COMP 2017-058	27.03.2017	03.04.2017	28.03.2017	1	Frontline	Facebook	Litter at Tarbet Isle (Non NPA)	non NPA		
COMP 2017-059	27.03.2017	31.03.2017			Frontline	Email	Litter at Luss (Other NPA)	other NPA		
COMP 2017-060	26.03.2017	31.03.2017			Frontline	Email	Duck Bay Jet skis (Other NPA)	other NPA		
COMP 2017-061	28.03.2017	04.04.2017	31.03.2017	3	Frontline	Email	Long delays (Non NPA)	non NPA		

COMP 2017-062	27.03.2017	31.03.2017	28.03.2017	2	Frontline	Twitter	Litter and damage at Luss (Other NPA)	other NPA		
COMP 2017-063	29.03.2017	05.04.2017			Frontline	Email	Milarrochy (Other NPA)	other NPA		
COMP 2017-064	04.03.2017	10.03.2017 Stage 2 29th March	30.03.2017	19	Frontline	Email	Wild camping Loch Ard (Your Park)	Your Park		
COMP 2017-066	30.03.2017	06.04.2017	04.04.2017	3	Frontline	Email	Loch Lomond camping restrictions (Your Park)	Your Park		
COMP 2017-067	16.03.2017	23.03.2017			Frontline	Email	Park Litter (Non NPA)	non NPA		
COMP 2017-068	16.03.2017	23.03.2017	17.03.2017	Your Park	Frontline	Email	Tarbet 3 motorhomes permit bay (Your Park)	Your Park		
COMP 2017-065	02.04.2017	07.04.2017	05.04.2017	3	Frontline	Email	Camping ban (Your Park)	Your Park		
COMP 2017-069	17.04.2017	16.05.2017 Stage 2 08.06.2017	16.05.2017 24.05.2017	20	Investigation	Email	Camping Bye-laws (Your Park)	Your Park		
COMP 2017-070	17.04.2017 and 08.05.2017	17.05.2017 Stage 2		27 [case went to SPSO]	Investigation	Email	Issues at Firkin Point (Your Park)	Your Park		
COMP 2017-071	24.04.2017	28.04.2017	25.04.2017	2	Frontline	Email	Litter non NPA	non NPA		
COMP 2017-072	26.04.2017	25.05.2017	19.05.2017	14	Investigation	Email	Commercial operators on LL other NPA	other NPA		
COMP 2017-073	25.04.2017	23.05.2017	19.05.2017	17	Investigation	Email	Loch Lomond Holiday Park - cross refer to COMP 2016-099 Planning	Planning		
COMP 2017-074	01.05.2017	30.05.2017	16.05.2017	11	Investigation	Facebook	Litter and human waste on land at Loch Venacher Your Park	Your Park		
COMP 2017-075	01.05.2017	01.05.2017	08.05.2017	1	Frontline	Facebook	Litter at Forrestry Commission non NPA	non NPA		
COMP 2017-076	01.05.2017	08.05.2017	05.05.2017	4	Frontline	Email	Blue-Green algae / Customer Service non NPA	non NPA		
COMP 2017-077	02.05.2017	09.05.2017	02.05.2017	1	Frontline	On-site	Litter bins at Tarbet other NPA	other NPA		
COMP 2017-078	03.05.2017 and 09.05.2017	10.05.2017 Stage 2 07.06.2017	29.05.2017	14	Frontline	Email	Milarrochy	other NPA		
COMP 2017-079	24.04.2017	02.05.2017	24.04.2017	1	Frontline	Facebook	A82 Litter in laybys	non NPA		
COMP 2017-080	10.04.2017	17.04.2017	10.04.2017	1	Frontline	Facebook	Litter & fire damage Lomond Shores	non NPA		
COMP 2017-081	10.04.2017	17.04.2017	10.04.2017	1	Frontline	Facebook	Litter at Duckbay	non NPA		

COMP 2017-082	08.05.2017	15.05.2017	11.05.2017	3	Frontline	Email	Jet ski speeding & dangerous manoeuvres	other NPA	
COMP 2017-083	04.05.2017	02.06.2017	19.05.2017	11	Investigation	Email	Coilhullan car park	non NPA	
COMP 2017-084	08.05.2017	15.05.2017	24.05.2017	12	Investigation	Email	Luss Litter	non NPA	
COMP 2017-085	08.05.2017	15.05.2017	08.05.2017	1	Frontline	Facebook	Firkin Point	other NPA	
COMP 2017-086	07.05.2017	12.05.2017	09.05.2017	1	Frontline	Email	Inveruglas	other NPA	
COMP 2017-070 Stage 2	08.05.2017	06.06.2017	24.05.2017	12	Investigation	Email	Firkin Point	Your Park	
COMP 2017-087	08.05.2017	15.05.2017	09.05.2017	1	Frontline	Email	Litter at Luss	Non NPA	
COMP 2017 078 Stage 2	09.05.2017	07.06.2017	29.05.2017	14	Investigation	Email	Millarochy	other NPA	
COMP 2017-088	08.05.2017	06.06.2017	24.05.2017	12	Investigation	Email	Unacceptable Maintenance Standards at Firkin Point	other NPA	
COMP 2017-089	08.05.2017	15.05.2017	09.05.2017	1	Frontline	Facebook	Luss Visitor Centre - litter	other NPA	
COMP 2017-090	10.05.2017	17.05.2017	11.05.2017	2	Frontline		Firkin Point litter	Your Park	
COMP 2017-091	06.05.2017	05.06.2017	15.05.2017	6	Investigation		Camping bookings	Your Park	
COMP 2017-092	09.05.2017	07.06.2017	07.06.2017	20	Investigation		Fall in car park	other NPA	
COMP 2017-093	10.05.2017	08.06.2017	15.06.2017	25	Investigation		Buoys on Camstradden Bay	Access	
COMP 2017-094	09.05.2017	07.06.2017	26.05.2017	14	Investigation		Wild campers rubbish	Your Park	
COMP 2017-095 Stage 2	12.05.2017	19.05.2017	12.06.2017 sent out Stage 2	24	Investigation		Camping issues	Your Park	
COMP 2017-096	12.05.2017	19.05.2017	19.05.2017	5	Frontline	Email	Rowerdennan toilets and litter	other NPA	
COMP 2017-097	16.05.2017	22.05.2017	16.05.2017	1	Frontline	Email	Camping at Loch Chon	Your Park	
COMP 2017-098	18.05.2017	16.06.2017	14.06.2017	18	Investigation	Email	Complaint about Rangers	Your Park	
COMP 2017-099	09/05/2017	15.05.2017	11.05.2017	3	Frontline	Email	[REDACTED]	other NPA	
COMP 2017-100	26.05.2017	05.06.2017	31.05.2017	2	Frontline	Email	Luss Litter	non NPA	
COMP 2017-101	27.05.2017	05.06.2017	31.05.2017	2	Frontline	Email	Car blocking gate at Firkin point	Your Park	
COMP 2017-102	28.05.2017	05.06.2017	31.05.2017	2	Frontline	Email	Campers at Hollybank beach	Your Park	
COMP 2017-103	31.05.2017	28.06.2017	07.06.2017	5	Investigation	Email	Byelaws	Your Park	
COMP 2017-104	01.06.2017	04.07.2017	21.06.2017	2	investigation	Email	Litter at Balmaha	other NPA	
COMP 2017-105	31.05.2017	07.06.2017	02.06.2017	2	Frontline	Email	Millarochy gate closure	Your Park	
COMP 2017-106	02.06.2017	09.06.2017	02.06.2017	1	Frontline	Email	Closing time at Balmaha visitor centre	other NPA	
							De-littering at Prk Centre Balmaha	other NPA	

COMP 2017-107	03.06.2017	09.06.2017	05.06.2017	1	Frontline	Email	Litter	other NPA		
COMP 2017-108 Stage 2	02.06.2017	29.06.2017	29.06.2017	20	Investigation	Email	Disability Discrimination Act Incident with Brig / boat at Inchmurrin Pier	Your Park		
COMP 2017-109	05.06.2017	09.06.2017	09.06.2017	4	Frontline	On-site	Dissatisfied with information provided and use of FOISA to log request	other NPA		
COMP 2017-110	15.06.2017	13.07.2017	21.06.2017	5	Investigation	Email	New byelaws (Your Park)	Planning		
COMP 2017-111	14.06.2017	20.06.2017	23.06.2017	7	Frontline	Email	Rental invoices	Your Park		
COMP 2017-112	16.06.2017	14.07.2017	14.07.2017	20	Investigation	Email	Luss change machine	other NPA		
COMP 2017-113	31.05.2017	28.06.2017	21.06.2017	15	Investigation	email	Misleading information at Board meeting on 19th June	other NPA		
COMP 2017-114	20.06.2017	18.07.2017	18.07.2017	20	Investigation	Email	Luss toilets panel fell on foot	Your Park		
COMP 2017-115	19.06.2017	26.06.2017	20.06.2017	1	Frontline	Telephone	Loch Chon development - planning enforcement matter	other NPA		
COMP 2017-116	16.06.2017	14.07.2017	14.07.2017	20		email	Hydro scheme non material variation	Planning		
COMP 2017-117	20.06.2017	18.07.2017	18.07.2017	20	Investigation	email	Purchase of container based toilets	Planning		
COMP 2017-118	20.06.2017	18.07.2017	18.07.2017	20	Investigation	email	Dissatisfaction with handling of enquires	Planning		
COMP 2017-119	20.06.2017	18.07.2017	18.07.2017	20	Investigation	email	Complaint about member of staff	other NPA		
COMP 2017-120	21.06.2017	19.07.2017	14.07.2017	15	Investigation	email	ICO notification	other NPA		
COMP 2017-121	23.06.2017	21.07.2017	18.07.2017	17	Investigation	email	Use of byelaws	Your Park		
COMP 2017-122	23.06.2017	21.07.2017	18.07.2017	17	Investigation	email	Lease of jetty at Lomond Shores	other NPA		
COMP 2017-123	22.06.2017	29.06.2017	29.06.2017	6	Frontline	email	Litter on Islands	other NPA		
COMP 2017-124	26.06.2017	03.07.2017	26.06.2017	1	Frontline	Telephone	Planning & Access Committee meeting	other NPA		
COMP 2017-125	30.06.2017	28.07.2017	28.07.2017	20	Investigation	letter	Conduct of planning & access committee	Planning		
COMP 2017-126	30.06.2017	31.07.2017	28.07.2017	20	Investigation	letter	Boat launching on LL	Planning		
COMP 2017-127	03.07.2017	31.07.2017	27.07.2017	18	Investigation	email	Failure of NP planners	Your Park		
COMP 2017-128	07.07.2017	04.08.2017	03.08.2017	19	Investigation	letter	Litter by daytrippers	Planning		
COMP 2017-129	09.07.2017	14.07.2017	13.07.2017	5	Frontline	Letter & Facebook	Firkin Point	Other NPA		
COMP 2017-130	17.06.2017	23.07.2017	22.06.2017	4	Frontline	Email	Planning and Access Committee meeting	Your Park		
COMP 2017-131	13.07.2017	09.08.2017	03.08.2017	14	Investigation	letter		other NPA		

COMP 2017-132	30.06.2017	07.07.2017	07.07.2014	5	Frontline	FB & email	complaint about trees obscuring view at Loch Venacher. [REDACTED]	Your Park other NPA			
COMP 2017-133	17.07.2017	21.07.2017			Frontline	Email	[REDACTED]	non NPA			
COMP 2017-134	18.07.2017	25.07.2017			Frontline	Email	Rowardennan toilets	non NPA			
COMP 2017-135	19.07.2017	26.07.2017	20.07.2017	1	Frontline	Email	West Loch Lomond encampment	non NPA			
COMP 2017-136	19.07.2017	26.07.2017	21.07.2017	2	Frontline	Email	Balloch Park litter	non NPA			
COMP 2017-137	24.07.2017	31.07.2017	04.08.2017		Investigation	Email	Luss Pier anti social behaviour	non NPA			
COMP 2017-138	26.07.2017	02.08.2017			Frontline	Email	Inverglas toilets	other NPA			
COMP 2017-139	23.07.2017	28.07.2017			Frontline	Email	Policy on wild campers rubbish	Your Park			
COMP 2017-140	04.08.2017	14.08.2017	04.08.2017	1	Frontline	Email	Luss car park toilets	other NPA			
COMP 2017-141	03.08.2017	01.09.2017	28.08.2017	17	Investigation	Email	Argyll Holiday part	Planning			
COMP 2017-142	07.08.2017	04.09.2017	25.08.2017	15	Investigation	email	Campers asked to leave permit area	Your Park			
COMP 2017-143	10.08.2017				Investigation	email	Camping permit	Your Park			
COMP 2017-144	15.08.2017	12.09.2017	11.09.2017	19	Investigation	Letter	Loch Lomond Countryside Trust	other NPA			
COMP 2017-145	12.09.2017	10.10.2017		19	Investigation	email	Visit to 3 Lochs Forest Drive Area	Your Park			
COMP 2017-146	13.08.2017	18.08.2017	15.08.2017	2	Frontline	Email	Luss Toilets	other NPA			
COMP 2017-147	12.08.2017	18.08.2017	15.08.2017	2	Frontline	Email	Luss Toilets	other NPA			
COMP-2017-148	05.09.2017	03.10.2017		19	Investigation	Email	Safety Craft speeding - Great Scott	Other NPA			
COMP-2017-149	21.09.2017	19.10.2017	19.10.2017	20	Investigation	Email	LLTNPA Byelaws. [REDACTED]	Your Park			
COMP-2017-150	29.09.2017	27.10.2017	27.10.2017	20	Investigation	Email	Camping Byelaws	Your Park			
COMP 2017-151	30.09.2017	06.10.2017		1	Frontline	email	cycle path	Access			
COMP 2017-152	03.10.2017	31.10.2017	31.10.2017	20	Investigation	Letter	Incident on West Highland Way	Access			
COMP 2017-153	13.10.2017	20.10.2017	20.10.2017	5	frontline	email	Proposed development site in Gartn	Planning			

COMP 2017-154	18.10.2017	25.10.2017	19.10.2017	1	frontline	email	diesel spill on road near Loch Katrin	Non NPA		
COMP 2017-155	29.11.2017	28.12.2017	22.12.2017	16	Investigation	email	Planning Application 2017/0226/DE	Planning		