

Mr Michael Marshall
Peebles Community Council
Eastgate Theatre and Art Centre,
Eastgate,
Peebles,
EH45 8AD

Please ask for:
Our Ref:
Your Ref:
E-Mail:
Date:

Mr Barry Fotheringham
CPT003263

@scotborders.gov.uk
25th November 2025

Dear Mr Marshall

Investigation: Complaint Reference Number CPT003263

I acknowledge receipt of your complaint and can advise that this was escalated to the investigation stage of our complaint's procedure on 25th November 2025.

Our complaints procedure has two stages, stage one is the frontline resolution stage and stage two is the investigation stage. We will be considering your complaint under the investigation stage of our procedure. The investigation stage of our complaints procedure incorporates complaints that have either not been resolved at the frontline resolution stage or those which are complex and require detailed investigation.

Your complaint has been passed to the appropriate officer to investigate the circumstances which prompted your complaint and a reply will be issued by 23rd December 2025. If our investigation will take longer than 20 working days, we will contact you to provide an update on the investigation and a revised timescale for responding to you.

In summary the complaint that will be investigated is:

- You believe that the Planning Authority has not handled applications 24/00031/FUL, 24/00247/FUL, 24/01016/FUL and 25/00974/FUL in accordance with relevant legislation (Town and Country Planning (Scotland) Act 1997 and The Conservation (Natural Habitats, &c.) Regulations 1994) and that an appropriate assessment should have been carried out.

It is my understanding that by raising this complaint you are seeking a review of the legal and environmental issues raised in connection with the Planning Authority's handling of planning applications 24/00031/FUL, 24/00247/FUL, 24/01016/FUL and 25/00974/FUL and also an opportunity for the Community Council and Environmental Rights Centre for Scotland (ERCS) to participate in that review.

If we are at fault we will apologise and try to put things right. If we believe we are not at fault we will explain what has happened and why.

If you are still dissatisfied with our decision or the way we dealt with your complaint after we have fully investigated and given you our final response, you can ask the Scottish Public Services Ombudsman (SPSO) to look into the matter. Details of how to do this will be included with our final response.

Please quote the reference number noted above if you need to make contact regarding this matter.

Yours sincerely,

Barry Fotheringham
Lead Planning Officer