

Mr Ben Christman
Environmental Rights Centre for Scotland
5 Rose Street,
New Town,
Edinburgh,
EH2 2PR

Please ask for:

Our Ref:

Your Ref:

E-Mail:

Date:

Mr Barry Fotheringham

CPT003075

29th September 2025

Dear Mr Christman,

Investigation: Complaint Reference Number CPT003075

I acknowledge receipt of your complaint and can advise that this has been escalated to the investigation stage of our complaint's procedure.

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 24th October 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 did not receive a substantive response to your emails sent to Mr Dods

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 (Development Management & Enforcement)