

SPSO decision report

Case: 201405973, Scottish Natural Heritage
Sector: Scottish Government and devolved administration
Subject: policy/administration
Outcome: some upheld, no recommendations

Summary

Mr C complained that Scottish Natural Heritage (SNH) failed to engage with him and his representative in respect of bird collision avoidance rates for wind turbines. He was concerned that SNH would not provide him with the specific figures he needed to allow him to submit an application for turbines and he was also unhappy with the way they dealt with his complaint.

We found that there was a long period where SNH had failed to respond to Mr C's representative, which had been acknowledged by SNH earlier, and we upheld this aspect of the complaint. However, we did not uphold his concerns about the figures he needed as we concluded that, although SNH are committed to continually updating the figures they publish, they are not required to do so specifically at the request of a developer. We also noted that they had agreed to produce updated figures for the species Mr C was interested in (which they have now done). We also found that SNH had dealt with Mr C's complaint in line with their procedures.