

REDACTED 8

35.4

From: SEPA

Sent: 30 November 2023 12:03:38

To: [Tavish Scott](#)

Subject: RE: Letter from Salmon Scotland following meeting on 17th November 2023

Importance: Normal

Sensitivity: None

Tavish

You will now have the formal response to your correspondence from last week and I hope that it provides clarity on the process used in responding. The role of the Board is to ensure that due process has been followed and I know that is important to all of the stakeholders. I wondered if you might have some time for a call later next week for you and I to talk through how we might together plan for the next steps, more about the process rather than the technical detail? If you'd rather get in to the technical detail then I think we would want REDACTED from SS and REDACTED for SEPA to join us but that might be the next step we take if you are amenable?

Regards

REDACTED

Scottish Environment Protection Agency

REDACTED

@ \itap2 REDACTED@sepa.org.uk
\itap2

REDACTED

@ REDACTED@sepa.org.uk

Angus Smith Building | 6 Parklands Avenue | Eurocentral | Holytown |

North Lanarkshire | ML1 4WQ



For the future of our environment

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From: Tavish Scott <Redacted@salmonscotland.co.uk>
Sent: Tuesday, November 28, 2023 8:22 PM
To: REDACTED SEPA.org.uk>; REDACTED@salmonscotland.co.uk>
Cc: REDACTED [@SEPA.org.uk](mailto:SEPA.org.uk)>; REDACTED [@sepa.org.uk](mailto:SEPA.org.uk)>
Subject: RE: Letter from Salmon Scotland following meeting on 17th November 2023

35.3

OFFICIAL

CAUTION: This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear REDACTED

Thank you for this message. My letter was not a complaint. It was the MDs and Salmon Scotland observations on the handling of the previous meeting and again our suggestions. I and Salmon Scotland have been subjected to this SEPA handling before where a letter asking for sensible business like progress is defined as a complaint. Then conveniently in this caser the letter is not tabled at the Board and from REDACTED read out today, the Board think all is fine.

I am really disappointed at this.

Yours

REDACTED

OFFICIAL

35.2

From: REDACTED [@SEPA.org.uk](mailto:SEPA.org.uk)>
Sent: Tuesday, November 28, 2023 10:47 AM
To: REDACTED [@salmonscotland.co.uk](mailto:salmonscotland.co.uk)>; Tavish Scott <Redacted@salmonscotland.co.uk>; REDACTED

<[REDACTED]@salmonscotland.co.uk>

Cc: [REDACTED]@SEPA.org.uk>; [REDACTED]@sepa.org.uk>

Subject: RE: Letter from Salmon Scotland following meeting on 17th November 2023

OFFICIAL

Tavish

Further to my acknowledgement below SEPA has now considered the nature of your letter and request. In assessing the content your concerns fall in to the scope of a Customer Service Complaint and I can confirm that it is being dealt with in accordance with our complaints handling procedure. I will revert further on the specific aspects.

The letter has not been tabled to the Board as this would be outwith both the customer complaint process, and, the consultation process. For your information and reassurance a quarterly complaints report is presented to SEPA's Audit & Risk Committee with annual reporting to the SEPA Board.

I understand that the Clerk to the Board has confirmed that as [REDACTED] attending the public session of the SEPA Agency Board on 28 November 2023, [REDACTED] will be treated as an observer. I have been asked to make you aware that observers are not given the opportunity participate in the meeting. I have included [REDACTED] as a recipient to this email to make [REDACTED] aware directly.

Regards

[REDACTED]

[REDACTED]

Scottish Environment Protection Agency

[REDACTED] @ [REDACTED]@sepa.org.uk



[REDACTED]



[REDACTED]@sepa.org.uk



Angus Smith Building | 6 Parklands Avenue | Eurocentral | Holytown |

North Lanarkshire | ML1 4WQ



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OFFICIAL

35.1

From: SEPA
Sent: Thursday, November 23, 2023 2:24 PM
To: REDACTED [@salmonscotland.co.uk](mailto:REDACTED@salmonscotland.co.uk)>; REDACTED [@salmonscotland.co.uk](mailto:REDACTED@salmonscotland.co.uk)
Cc: REDACTED [@SEPA.org.uk](mailto:REDACTED@SEPA.org.uk)>; REDACTED [@sepa.org.uk](mailto:REDACTED@sepa.org.uk)>
Subject: RE: Letter from Salmon Scotland following meeting on 17th November 2023

REDACTED




Thanks you for writing to me. I acknowledge receipt of your letter and am considering with the Clerk to the Board your request. I will come back to you once those considerations are concluded.

Regards

REDACTED

Scottish Environment Protection Agency

REDACTED [@sepa.org.uk](mailto:REDACTED@sepa.org.uk)

 REDACTED
 REDACTED [@sepa.org.uk](mailto:REDACTED@sepa.org.uk)
 Angus Smith Building | 6 Parklands Avenue | Eurocentral | Holytown |

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From: REDACTED REDACTED@salmonscotland.co.uk>
Sent: Thursday, November 23, 2023 1:23 PM
To: REDACTED REDACTED@SEPA.org.uk>
Cc: REDACTED REDACTED@SEPA.org.uk>; REDACTED REDACTED@sepa.org.uk>
Subject: Letter from Salmon Scotland following meeting on 17th November 2023

35.0

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SENT ON BEHALF OF TAVISH SCOTT, CEO SALMON SCOTLAND

Dear REDACTED

Please find attached a letter from Salmon Scotland, following the meeting on 17th November 2023.

Kind regards

REDACTED

E REDACTED@salmonscotland.co.uk



www.salmonscotland.co.uk

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