

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



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Dh'fhaodadh gum bi am fiosrachadh sa phost-d seo agus ceanglachan sam bith a tha na chois diomhair, agus cha bu chòir am fiosrachadh a bhith air a chleachdad le neach sam bith ach an luchd-faighinn a bha còir am fiosrachadh fhaighinn. Chan fhaod neach sam bith eile cothrom fhaighinn air an fhiosrachadh a tha sa phost-d no a tha an cois a' phuist-d, chan fhaod iad lethbhreac a dhèanamh dheth no a chleachdad arithist. Mura h-ann dhuibhse a tha am post-d seo, feuch gun inns sibh dhuinn sa bhad le bhith cur post-d gu postmaster@sepa.org.uk. Togalach Aonghais Mhic a' Ghobhainn, 6 Craobhraid Parklands, Eurocentral, Baile a' Chuilinn, Siorrachd Lannraig a Tuath, ML1 4WQ. Faodar conaltradh còmhla ri SEPA a sgrùdad no a chlàradh no a sgaoileadh gus obrachadh èifeachdach an t-siostaim a ghleidheadh agus airson adhbharan laghail eile.

From: Tavish Scott <^{Redacted}@salmonscotland.co.uk> 35.3
Sent: Tuesday, November 28, 2023 8:22 PM
To: **REDACTED** SEPA.org.uk; **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

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
Sent: Tuesday, November 28, 2023 10:47 AM
To: **REDACTED** @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 to 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



 sepa
Scottish Environment Protection Agency
Buidheann Dlon
Arairneachd na h-Alba

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OFFICIAL

35.1

From: **SEPA**

Sent: Thursday, November 23, 2023 2:24 PM

To: **REDACTED** [@salmonscotland.co.uk>; **REDACTED** \[@salmonscotland.co.uk\]\(mailto:@salmonscotland.co.uk\)](mailto:@salmonscotland.co.uk)

Cc: **REDACTED** [REDACTED @SEPA.org.uk](mailto:@SEPA.org.uk)>; **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

 **REDACTED**
 **REDACTED** @sepa.org.uk

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

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From: REDACTED @salmonscotland.co.uk > 35.0
Sent: Thursday, November 23, 2023 1:23 PM
To: REDACTED @SEPA.org.uk
Cc: REDACTED @SEPA.org.uk; REDACTED @sepa.org.uk
Subject: Letter from Salmon Scotland following meeting on 17th November 2023

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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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