

██████████
Business and Finance Manager
foi@environmentalstandards.scot
0808 1964000

██████████@gmail.com

26 May 2026

Dear ██████████,

Response to information request – full disclosure

ESS Reference: ESS.IR.032 (Part 4)

I am writing in response to your email of 2 April 2026, requesting information under the Freedom of Information (Scotland) Act 2002 (FOISA).

Environmental Standards Scotland (ESS) sought clarification for your request. After receipt, ESS confirmed that it would treat each part as a separate request.

The information you requested in part 4 is as follows:

‘Part 4: Organisational Culture and Policy

1. Any staff guidance, internal communications, or training materials issued within ESS regarding how staff should engage with, respond to, or treat members of the public, and/or third-sector organisations who raise environmental planning concerns, and, raise concerns about how these are handled by ESS.
2. Any equality impact assessments, complaints analyses, or internal reviews conducted by ESS in the period since March 2024 to the date of this request that address how ESS handles public complainants or third-sector referrals generally, and specifically in relation to the time taken to complete pre-investigation and investigation processes.’

Environmental Standards Scotland Enquiries

enquiries@environmentalstandards.scot

Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD
0808 1964000

I am pleased to enclose the information detailed in the attached Schedule of Information.

Point 1 of your request concerns ESS guidance regarding engaging with members of the public and/or third-sector organisations. Under section 25 of the Freedom of Information (Scotland) Act 2002 (FOISA), ESS is not required to disclose information where it can be reasonably obtained elsewhere. The information you have requested is covered by ESS' Investigation Operational Guidance. The most recent version of this guidance was provided in response to Part 1 of your request.

Point 2 of your request concerns any equality impact assessment, complaints analysis or internal reviews conducted by ESS since March 2024, concerning ESS' handling of complaints and third-sector referrals, specifically in relation to the time taken to complete our investigation processes.

Under section 25 of the Freedom of Information (Scotland) Act 2002 (FOISA), ESS is not required to disclose information where it can be reasonably obtained elsewhere. Records of ESS' completed equality impact assessments can be found on the ESS website under our corporate and governance reports. Please find a link below:

[Our corporate and governance reports - Environmental Standards Scotland](#)

Point 2 of your request also concerns any complaints analysis or internal reviews conducted by ESS since March 2024. Under the Freedom of Information (Scotland) Act 2002 (FOISA), ESS is not required to disclose information which it does not hold. ESS does not hold any records of complaints analysis or internal reviews as detailed by your request.

ESS does have an internal complaints handling procedure, which details how the organisation must respond to complaints. Although not covered explicitly in your request, we interpret point 2 of your request as pertaining to any documents which influence how ESS handles complaints. A copy of this procedure has been provided alongside this letter.

This is a full disclosure of all the information you requested.

Right to seek a review

While we believe we have complied with your information request in full, if you are unhappy with this response to your request under FOISA, you may ask us to carry out an internal review of the response by writing to:

Environmental Standards Scotland Enquiries

enquiries@environmentalstandards.scot

Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD
0808 1964000

Mark Roberts
Chief Executive Officer
Environmental Standards Scotland
Thistle House
91 Haymarket Terrace Edinburgh
EH12 5HD
Email foi@environmentalstandards.scot

Your review request should explain why you are dissatisfied with this response, and should be made within 40 working days from the date when you received this letter.

We will issue a full response to your request for review within 20 working days of receiving it.

Yours sincerely

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Business and Finance Manager
Environmental Standards Scotland

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