



SCOTTISH LAND COMMISSION
COIMISEAN FEARAINN NA H-ALBA

Our role in advising groups and individuals in relation to land

The Scottish Government's [Land Rights and Responsibilities Statement](#) (LRRS) sets out principles for good practice in land ownership and use. The LRRS applies to everyone who owns or uses land in Scotland – whether they are a private individual, a company, a charity or community group, or a public body. What constitutes good practice may vary for different contexts of land use and scale. Therefore, we are often asked for guidance and clarification relating to good practice. These requests come from a wide range of groups and individuals, including members of the public, community groups, landowners or managers, and tenant farmers. We are committed to responding to everyone who contacts us, in a way that is welcoming, transparent, and fair. We will be clear about where we can help, and what is outside our remit.

Principles for handling casework

Our approach

Impartial support

- We provide advice and support but do not take sides or apportion blame.
- We seek to find a way forward that works for both parties by improving understanding of the LRRS and our protocols and guidance.
- We are not a mediator or arbitrator; we do not make decisions for those involved. Instead, we encourage all parties to communicate openly with each other.

Active listening

- We actively listen to all parties and endeavour to understand the range of perspectives on each situation.
- We acknowledge and learn from the viewpoints shared with us.

Fact-based

- We provide advice based on established facts, informed by the LRRS principles and our [LRRS Protocol](#) expectations.



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Modelling behaviours

- We work to model the behaviours we expect of others. We are transparent in our work, seek to proactively engage and collaborate with others, practice effective communication, and act honestly and openly.
- We work to uphold the organisational values of the Scottish Land Commission.

Confidentiality

- While we may use anonymised case studies to inform our work or demonstrate scenarios which can arise, we will not share identifying information about cases with others, unless we must release the information in response to a Freedom of Information request, or we have the explicit permission of those involved.
- We are transparent about this limitation of our ability to provide complete confidentiality due to the above constraints. You can [find our Privacy Policy here](#).

Focus on next steps

- We support others to find mutually acceptable solutions and move forward from the present situation.
- We signpost to other sources of information and further support as appropriate.