



Loch Lomond & The Trossachs National Park Authority  
Carrochan  
Carrochan Road  
Balloch  
G83 8EG

Ref: FOI 2024-034  
20<sup>th</sup> August 2024

Dear

## **REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002**

Thank you for your email of 22 July 2024, in which you have requested access to information held by the National Park Authority. We have processed your request under the Freedom of Information (Scotland) Act 2002. Our response is provided below.

### **Your Request**

*The information that we require, under the Freedom of Information Act, is as follows:*

- 1) Do you use a tool for Surveys? (a survey tool would help to create the survey, design the questions, distribute the survey, drive responses, and build out reports and insights into the data)*
- 2) If so, which supplier do you use for this tool?*
- 3) How much do you spend annually on Survey Tools?*
- 4) Which month & year does your contract with your supplier end?*
- 5) Who is the budget holder for this contract?"*

### **Our Response**

We use Microsoft Forms, which is part of our Microsoft Office 365 package. As such, we no longer have a budget or contract for any standalone survey tool and are therefore unable to answer parts 3 to 5 of your request.

### **Your Right to Review**

If you are unhappy with the way that we have handled your request, you have the right to

**LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY**

National Park Headquarters, Carrochan, Carrochan Road, Balloch, G83 8EG Long: 4°34'24"W Lat: 56°00'12"N

t: 01389 722600 f: 01389 722633 e: [info@lochlomond-trossachs.org](mailto:info@lochlomond-trossachs.org) w: [lochlomond-trossachs.org](http://lochlomond-trossachs.org)

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ask us to review our response. Further information on the review and appeals process is provided in the attached sheet.

Yours sincerely

**Information Management**  
**Loch Lomond and the Trossachs National Park Authority**

## Review Procedure

If you are dissatisfied with this decision, or the way in which the Authority has dealt with your request, you are entitled to require the Authority to review its decision. Please note that in order for a review to take place you are required to:

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request within 40 working days of either the date on which you received a response from the Authority or the date by which you should have received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.
- address your review request to:

Information Manager  
Loch Lomond & The Trossachs National Park Authority  
National Park Headquarters  
Carrochan  
Carrochan Road  
Balloch  
G83 8EG  
E-mail: [info@lochlomond-trossachs.org](mailto:info@lochlomond-trossachs.org)

The review will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002, at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Tel: 01334 464610  
Website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)  
E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)