



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

FOI Ref: 2025-034
Date: 12 September 2025

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

Thank you for your request for access to information, which was received by email on 15th August 2025. We have processed your request under the Freedom of Information (Scotland) Act 2002 and provide our response below.

Your Request

This is an information request relating to customer service performance levels.

Please include the following information for the financial years 2021/22, 2022/23, 2023/24 and 2024/25:

1. The average call wait times for your customer service phone lines are each year.
2. The percentage of calls answered within your target time for each of those years.
3. The average response time for written correspondence (email, letter, or online submissions) in each of those years.
4. The percentage of correspondence responded to within the organisation's target timeframe in each year.
5. The number of formal complaints received relating to delays, unanswered calls, or poor customer service, broken down by year.
6. If held, the department's official service level targets for customer interaction (e.g., target wait time, target response time) and whether those targets were met in each year.

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 w: lochlomond-trossachs.org

Printed on paper sourced from certified sustainable forests.

Our Response

Items 1-4 Under section 17(1) of FOISA, I must advise you that the information you have requested is not held by the National Park Authority. As a relatively small public authority, we do not operate a dedicated contact centre or customer service team, and do not monitor or report upon any call-handling or correspondence-related performance metrics.

Instead, enquiries are passed to the relevant teams and subject matter experts, who will try to respond as quickly as possible. Generally, our aim would be to respond within five working days. However, there is no formal or approved SLA, and we therefore do not collect or report any related statistics.

Item 5 As a public authority in Scotland, we log and process complaints under the Scottish Public Services Ombudsman's Model Complaint Handling Procedure (MCHP).

The number of complaints we process annually is published in our Annual Report and Accounts document that is published at the following link:

<https://www.lochlomond-trossachs.org/park-authority/publications/annual-reports-accounts/>

As referenced above, we do not operate a call centre or dedicated customer service team, as we do not receive the level of customer service enquiries that would justify the establishment of such functions. As such, having reviewed our records, we can confirm that we have only logged two formal complaints that would fall under the categories you have described during the period you have asked about: one in 2022/2023 and one in 2023/2024.

Item 6 Under section 17(1) of FOISA, I must advise you that the information you have requested is not held by the National Park Authority. As explained above, there is no documented SLA or policy in place which sets targets or timescales for call handling or responding to correspondence.

Right to Review

If you are unhappy with our response, you can ask us to review the way we have handled your request. Information on our review process and contact details for the Scottish Information Commissioner are provided overleaf.

Yours sincerely

Information Management

Loch Lomond and the Trossachs National Park Authority

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 w: [lochlomond-trossachs.org](https://www.lochlomond-trossachs.org)

Printed on paper sourced from certified sustainable forests.

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

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
E-mail: enquiries@itspublicknowledge.info