

11 September 2025

Your request for information under the Freedom of Information (Scotland) Act 2002 (“the Act”)

Thank-you for your email which was received by VisitScotland on 15th August 2025 at 1.44pm requesting :-

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

VisitScotland’s response

VisitScotland does not have a dedicated customer service department, therefore we do not hold any information for questions 1 – 4 and 6. Section 17 of the Act states that where public authorities receive requests for information that they do not hold, they must issue a notice advising that they do not hold the requested information. This letter provides you with that notice.

Please find our response to question 5 below

| Year | 21/22 | 22/23 | 23/24 | 24/25 |
|--------------------------------------|-------|-------|-------|-------|
| Number of formal complaints received | 4 | 1 | 2 | 5 |

Your right to request a review

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004, your request should be submitted to us in writing, or another permanent format (for example e-mail or voice recording) to:

Ms Vicki Miller
Chief Executive
VisitScotland
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

Telephone: 0131 473 3603
E-mail: vicki.miller@visitscotland.com

The request for a review should be received by us within 40 days of the date of this letter. Any request for a

review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the manner in which we have dealt with your application

If you are not satisfied with the result of the review, then you have the right to appeal to the Scottish Information Commissioner.

You can contact the Scottish Information Commissioner at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone: 01334 464610

Fax: 01334 464611

Email: enquiries@itspublicknowledge.info

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning our response.