



FOI ref no: SCO/FOI/041/2025

Date: 25 November 2025

Dear Applicant,

Freedom of Information request: reference SCO/FOI/041/2025, notified to us by email and received on the 10 November 2025

- 1) Do you use a survey platform?
- 2) If so, what tools do you use?
- 3) How much do you spend annually on a survey platform?
- 4) Which month & year does your contract with your supplier end?

The Staffordshire Commissioners Office does hold the information requested.

- 1) Do you use a survey platform? - Yes
- 2) If so, what tools do you use? - Our main public surveys are carried out via a third-party provider using telephone and face-to-face surveys, therefore we do not use a survey platform for that purpose. We use SurveyMonkey annually to seek public views on council tax proposals.
- 3) How much do you spend annually on a survey platform - Approx £900
- 4) Which month & year does your contract with your supplier end? - No formal contract is in place, use is ad hoc and service procured as required.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from the Staffordshire Commissioner's Office which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:



By Post: Independent Review Manager
Staffordshire Commissioner's Office
Block 9, Staffordshire Police HQ
Stafford ST18 0YY

Email: FOI.PFCC@staffordshire-pfcc.gov.uk.

Please remember to quote the reference number in any future communications.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, considering the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO Website for complaints

<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Yours sincerely

Freedom of Information Decision Maker