

## **OUR COMPLAINTS PERFORMANCE 2024/2025 – QUARTER 1**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 April 2024 and 30 June 2024.

### **How many customer complaints were received?**

East Lothian Council handled customer complaints in quarter 1

- 157 complaints were handled at stage one
- 25 complaints were handled at stage two

### **What was the outcome of stage one Complaints?**

- We upheld 8 (6.5%) stage one complaints
- We partially upheld 11 (8.9%) stage one complaints
- We did not uphold 49 (39.5%) stage one complaints
- We resolved 56 (45.1%) stage one complaints

### **What was the outcome of stage two Complaints?**

- We upheld 2 (9.5%) stage two complaints
- We partially upheld 8 (38.1%) stage two complaints
- We did not uphold 10 (47.6%) stage two complaints
- We resolved 1 (4.8%) stage two complaints

### **Our timescales – Stage one Complaints**

- We aim to respond to stage one complaints within 5 working days
- We closed 47 (37.9%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 14.0 working days

### **Our timescales – Stage two Complaints**

- We aim to respond to stage two complaints within 20 working days
- We closed 21 (90.5%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 17.1 working days