

OUR COMPLAINTS PERFORMANCE 2023/2024 – QUARTER 2

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 July 2023 and 30 September 2023.

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 2

- 167 complaints were handled at stage one
- 38 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 7 (4.8%) stage one complaints
- We partially upheld 18 (12.2%) stage one complaints
- We did not uphold 45 (30.6%) stage one complaints
- We resolved 77 (52.4%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 0 (0%) stage two complaints
- We partially upheld 10 (47.6%) stage two complaints
- We did not uphold 11 (52.4%) stage two complaints
- We resolved 0 (0%) stage two complaints

Our timescales – Stage one Complaints

- We aim to respond to stage one complaints within 5 working days
- We closed 69 (46.9%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 9.3 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 18 (85.7%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 19.2 working days