

OUR COMPLAINTS PERFORMANCE 2023/2024 – QUARTER 3

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 October 2023 and 31 December 2023.

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 3

- 128 complaints were handled at stage one
- 27 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 17 (13.3%) stage one complaints
- We partially upheld 12 (9.4%) stage one complaints
- We did not uphold 38 (29.7%) stage one complaints
- We resolved 61 (47.7%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 1 (7.7%) stage two complaints
- We partially upheld 3 (23.1%) stage two complaints
- We did not uphold 9 (69.2%) 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 56 (43.8%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 9.2 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 20 (74.7%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 19.1 working days