

OUR COMPLAINTS PERFORMANCE 2024/2025 – QUARTER 4

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 January 2024 and 31 March 2024.

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 4

- 163 complaints were handled at stage one
- 18 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 9 (7.3%) stage one complaints
- We partially upheld 16 (13%) stage one complaints
- We did not uphold 48 (39%) stage one complaints
- We resolved 50 (40.7%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 1 (10%) stage two complaints
- We partially upheld 4 (40%) stage two complaints
- We did not uphold 5 (50%) 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 42 (34.1%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 10.6 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 7 (70%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 22.7 working days