

OUR COMPLAINTS PERFORMANCE 2024/2025 – QUARTER 2

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

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 2

- 154 complaints were handled at stage one
- 24 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 12 (8.9%) stage one complaints
- We partially upheld 19 (14.1%) stage one complaints
- We did not uphold 36 (26.7%) stage one complaints
- We resolved 68 (50.3%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 0 (0%) stage two complaints
- We partially upheld 5 (33.3%) stage two complaints
- We did not uphold 10 (66.7%) 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 44 (32.6%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 8.7 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 13 (86.7%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 20.9 working days