

OUR COMPLAINTS PERFORMANCE 2024/2025 – QUARTER 3

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

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 3

- 126 complaints were handled at stage one
- 23 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 10 (8.2%) stage one complaints
- We partially upheld 17 (13.9%) stage one complaints
- We did not uphold 30 (24.6%) stage one complaints
- We resolved 65 (53.3%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 3 (15.8%) stage two complaints
- We partially upheld 5 (26.3%) stage two complaints
- We did not uphold 11 (57.9%) 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 53 (43.4%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 5.4 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 19 (100%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 16.4 working days