

OUR COMPLAINTS PERFORMANCE 2025/2026 – QUARTER 3

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 October 2025 and 31 December 2025.

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 3

- 183 complaints were handled at stage one
- 29 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 21 (10.7%) stage one complaints
- We partially upheld 16 (8.1%) stage one complaints
- We did not uphold 64 (32.5%) stage one complaints
- We resolved 96 (48.7%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 0 (0%) stage two complaints
- We partially upheld 6 (31.6%) stage two complaints
- We did not uphold 13 (68.4%) 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 124 (62.9%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 4.9 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 17 (89.5%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 24.4 working days