

## **East Lothian Council**

### **OUR COMPLAINTS PERFORMANCE 2019/2020 – QUARTER 1**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1<sup>st</sup> April and 30<sup>th</sup> June 2019.

#### **How many customer complaints were received?**

East Lothian Council handled 201 customer complaints in quarter 1

- 181 complaints were handled at stage one
- 20 complaints were handled at stage two

#### **What was the outcome of stage one Complaints?**

- We upheld 31 (17%) stage one complaints
- We partially upheld 36 (20%) stage one complaints
- We did not uphold 108 (60%) stage one complaints

#### **What was the outcome of stage two Complaints?**

- We upheld 2 (10%) stage two complaints
- We partially upheld 6 (30%) stage two complaints
- We did not uphold 13 (65%) stage two complaints

#### **Our timescales – Stage one Complaints**

- We aim to respond to stage one complaints within 5 working days
- We closed 105 (58%) stage one complaints within 5 working days
- The average time to respond to stage one complaints was 6 working days

#### **Our timescales – Stage two Complaints**

- We aim to respond to stage two complaints within 20 working days
- We closed 14 (67%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 20 working days