

OUR COMPLAINTS PERFORMANCE 2019/2020 – QUARTER 2

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1st July and 30th September 2019.

How many customer complaints were received?

East Lothian Council handled 247 customer complaints in quarter 2

- 250 complaints were handled at stage one
- 6 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 48 (19%) stage one complaints
- We partially upheld 44 (17%) stage one complaints
- We did not uphold 158 (63%) stage one complaints
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What was the outcome of stage two Complaints?

- We upheld 2 (33%) stage two complaints
- We partially upheld 1 (17%) stage two complaints
- We did not uphold 3 (50%) stage two complaints
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Our timescales – Stage one Complaints

- We aim to respond to stage one complaints within 5 working days
- We closed 148 (59%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 5.8 working days
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Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 6 (100%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 20 working days