

## **OUR COMPLAINTS PERFORMANCE 2019/2020 – QUARTER 3**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1<sup>st</sup> October 2019 and 31st December 2019.

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

East Lothian Council handled 234 customer complaints in quarter 3

- 218 complaints were handled at stage one
- 16 complaints were handled at stage two

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

- We upheld 36 (17%) stage one complaints
- We partially upheld 58 (28%) stage one complaints
- We did not uphold 109 (63%) stage one complaints

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

- We upheld 0 (0%) stage two complaints
- We partially upheld 7 (70%) stage two complaints
- We did not uphold 3 (30%) stage two complaints

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

- We aim to respond to stage one complaints within 5 working days
- We closed 112 (55%) 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 6 (60%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 25 working days