**OUR COMPLAINTS PERFORMANCE 2019/2020 – QUARTER 4**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1st January 2020 and 31st March 2020.

**How many customer complaints were received?**

East Lothian Council handled 215 customer complaints in quarter 4

* 200 complaints were handled at stage one
* 15 complaints were handled at stage two

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

* We upheld 39 (15%) stage one complaints
* We partially upheld 46 (18%) stage one complaints
* We did not uphold 174 (67%) stage one complaints

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

* We upheld 3 (20%) stage two complaints
* We partially upheld 1 (7%) stage two complaints
* We did not uphold 11 (73%) stage two complaints

**Our timescales – Stage one Complaints**

* We aim to respond to stage one complaints within 5 working days
* We closed 97 (37%) stage one complaints within 5 working days
* The average time to respond to stage one complaint as 5.9 working days

**Our timescales – Stage two Complaints**

* We aim to respond to stage two complaints within 20 working days
* We closed 7 (47%) stage two complaints within 20 working days
* The average time to respond to stage two complaints was 26 working days