**OUR COMPLAINTS PERFORMANCE 2020/2021 – QUARTER 1**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1st April 2020 and 30th June 2020.

**How many customer complaints were received?**

East Lothian Council handled 86 customer complaints in quarter 1

* 81 complaints were handled at stage one
* 5 complaints were handled at stage two

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

* We upheld 9 (11%) stage one complaints
* We partially upheld 28 (35%) stage one complaints
* We did not uphold 42 (52%) stage one complaints

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

* We upheld 0 (0%) stage two complaints
* We partially upheld 1 (20%) stage two complaints
* We did not uphold 2 (40%) stage two complaints

**Our timescales – Stage one Complaints**

* We aim to respond to stage one complaints within 5 working days
* We closed 47 (58%) stage one complaints within 5 working days
* The average time to respond to stage one complaint as 6.2 working days

**Our timescales – Stage two Complaints**

* We aim to respond to stage two complaints within 20 working days
* We closed 4 (80%) stage two complaints within 20 working days
* The average time to respond to stage two complaints was 20 working days