**OUR COMPLAINTS PERFORMANCE 2020/2021 – QUARTER 2**

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

**How many customer complaints were received?**

East Lothian Council handled customer complaints in quarter 2

* 110 complaints were handled at stage one
* 14 complaints were handled at stage two

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

* We upheld 11 (10%) stage one complaints
* We partially upheld 37 (34%) stage one complaints
* We did not uphold 62 (56%) stage one complaints

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

* We upheld 0 (0%) stage two complaints
* We partially upheld 4 (57%) stage two complaints
* We did not uphold 3 (43%) stage two complaints

**Our timescales – Stage one Complaints**

* We aim to respond to stage one complaints within 5 working days
* We closed 63 (57%) stage one complaints within 5 working days
* The average time to respond to stage one complaint as 9.3 working days

**Our timescales – Stage two Complaints**

* We aim to respond to stage two complaints within 20 working days
* We closed 7 (100%) stage two complaints within 20 working days
* The average time to respond to stage two complaints was 20 working days