

OUR COMPLAINTS PERFORMANCE 2020/2021 – QUARTER 4

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1st January 2021 and 31st March 2021.

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 4

- 166 complaints were handled at stage one
- 13 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 32 (19%) stage one complaints
- We partially upheld 27 (16%) stage one complaints
- We did not uphold 107 (65%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 0 (0%) stage two complaints
- We partially upheld 3 (23%) stage two complaints
- We did not uphold 10 (77%) stage two complaints

Our timescales – Stage one Complaints

- We aim to respond to stage one complaints within 5 working days
- We closed 72 (43%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 4.1 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 2 (15%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 28.8 working days