

## **OUR COMPLAINTS PERFORMANCE 2021/2022 – QUARTER 1**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1<sup>st</sup> April 2021 and 30<sup>th</sup> June 2021.

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

East Lothian Council handled customer complaints in quarter 1

- 191 complaints were handled at stage one
- 32 complaints were handled at stage two

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

- We upheld 15 (9%) stage one complaints
- We partially upheld 19 (11%) stage one complaints
- We did not uphold 64 (38%) stage one complaints
- We resolved 72 (42%) stage one complaints

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

- We upheld 0 (0%) stage two complaints
- We partially upheld 12 (43%) stage two complaints
- We did not uphold 16 (57%) stage two complaints
- We resolved 0 (0%) stage two complaints

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

- We aim to respond to stage one complaints within 5 working days
- We closed 99 (58%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 4.3 working days

### **Our timescales – Stage two Complaints**

- We aim to respond to stage two complaints within 20 working days
- We closed 15 (54%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 17.0 working days