

OUR COMPLAINTS PERFORMANCE 2021/2022 – QUARTER 2

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1st July 2021 and 30th September 2021.

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 2

- 204 complaints were handled at stage one
- 23 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 13 (7.1%) stage one complaints
- We partially upheld 9 (4.9%) stage one complaints
- We did not uphold 33 (18%) stage one complaints
- We resolved 128 (69.9%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 0 (0%) stage two complaints
- We partially upheld 9 (56.3%) stage two complaints
- We did not uphold 7 (43.7%) 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 97 (53%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 7.1 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 9 (56.3%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 26.8 working days