

## **OUR COMPLAINTS PERFORMANCE 2021/2022 – QUARTER 3**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1<sup>st</sup> October 2021 and 31st December 2021.

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

East Lothian Council handled customer complaints in quarter 3

- 220 complaints were handled at stage one
- 20 complaints were handled at stage two

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

- We upheld 17 (7.7%) stage one complaints
- We partially upheld 14 (6.4%) stage one complaints
- We did not uphold 53 (24.1%) stage one complaints
- We resolved 136 (61.8%) stage one complaints

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

- We upheld 2 (10%) stage two complaints
- We partially upheld 4 (20%) stage two complaints
- We did not uphold 14 (70%) 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 95 (43.2%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 8.9 working days

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

- We aim to respond to stage two complaints within 20 working days
- We closed 10 (50%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 28 working days