

OUR COMPLAINTS PERFORMANCE 2021/2022 – QUARTER 4

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1st January 2022 and 31st March 2022.

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 4

- 194 complaints were handled at stage one
- 33 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 6 (3.1%) stage one complaints
- We partially upheld 7 (3.6%) stage one complaints
- We did not uphold 45 (23.2%) stage one complaints
- We resolved 136 (70.1%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 2 (6%) stage two complaints
- We partially upheld 15 (45.5%) stage two complaints
- We did not uphold 16 (48.5%) 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 121 (62.4%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 5.9 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 14 (42.4%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 13.9 working days