

OUR COMPLAINTS PERFORMANCE 2022/2023 – QUARTER 1

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 April 2022 and 30 June 2022.

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 1

- 171 complaints were handled at stage one
- 21 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 9 (5.8%) stage one complaints
- We partially upheld 16 (10.3%) stage one complaints
- We did not uphold 38 (24.5%) stage one complaints
- We resolved 92 (59.4%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 2 (9.5%) stage two complaints
- We partially upheld 7 (33.3%) stage two complaints
- We did not uphold 12 (57.2%) 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 71 (45.8%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 10.7 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 13 (61.9%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 16 working days