

## **OUR COMPLAINTS PERFORMANCE 2022/2023 – QUARTER 2**

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

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

East Lothian Council handled customer complaints in quarter 2

- 117 complaints were handled at stage one
- 22 complaints were handled at stage two

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

- We upheld 12 (10.9%) stage one complaints
- We partially upheld 10 (9.1%) stage one complaints
- We did not uphold 26 (23.6%) stage one complaints
- We resolved 62 (56.4%) stage one complaints

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

- We upheld 1 (6.7%) stage two complaints
- We partially upheld 5 (33.3%) stage two complaints
- We did not uphold 9 (60.0%) 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 43 (39.1%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 14.1 working days

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

- We aim to respond to stage two complaints within 20 working days
- We closed 12 (80.0%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 19.7 working days