

OUR COMPLAINTS PERFORMANCE 2022/2023 – QUARTER 3

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

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 3

- 148 complaints were handled at stage one
- 13 complaints were handled at stage two

What was the outcome of stage one Complaints?

- We upheld 25 (16.9%) stage one complaints
- We partially upheld 12 (8.1%) stage one complaints
- We did not uphold 26 (17.6%) stage one complaints
- We resolved 85 (57.4%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 2 (15.4%) stage two complaints
- We partially upheld 7 (53.8%) stage two complaints
- We did not uphold 4 (30.8%) 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 61 (41.2%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 7.3 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 8 (61.5%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 19.9 working days