

OUR COMPLAINTS PERFORMANCE 2023/2024 – QUARTER 4

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 January 2023 and 31 March 2023.

How many customer complaints were received?

East Lothian Council handled customer complaints in quarter 4

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

What was the outcome of stage one Complaints?

- We upheld 25 (16.0%) stage one complaints
- We partially upheld 14 (9.0%) stage one complaints
- We did not uphold 42 (26.9%) stage one complaints
- We resolved 75 (48.1%) stage one complaints

What was the outcome of stage two Complaints?

- We upheld 3 (16.7%) stage two complaints
- We partially upheld 4 (22.2%) stage two complaints
- We did not uphold 11 (61.1%) 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 62 (39.7%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 8.8 working days

Our timescales – Stage two Complaints

- We aim to respond to stage two complaints within 20 working days
- We closed 11 (61.1%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 21.6 working days