

## **OUR COMPLAINTS PERFORMANCE 2023/2024 – QUARTER 1**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 April 2023 and 30 June 2023.

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

East Lothian Council handled customer complaints in quarter 1

- 119 complaints were handled at stage one
- 28 complaints were handled at stage two

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

- We upheld 19 (15.7%) stage one complaints
- We partially upheld 16 (13.2%) stage one complaints
- We did not uphold 31 (25.6%) stage one complaints
- We resolved 55 (45.5%) stage one complaints

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

- We upheld 0 (0%) stage two complaints
- We partially upheld 3 (17.6%) stage two complaints
- We did not uphold 14 (82.4%) 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 52 (43.0%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 6.7 working days

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

- We aim to respond to stage two complaints within 20 working days
- We closed 13 (76.5%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 18.4 working days