

## **OUR COMPLAINTS PERFORMANCE 2025/2026 – QUARTER 4**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 January 2025 and 31 March 2025.

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

East Lothian Council handled customer complaints in quarter 4

- 105 complaints were handled at stage one
- 34 complaints were handled at stage two

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

- We upheld 9 (9.6%) stage one complaints
- We partially upheld 8 (8.5%) stage one complaints
- We did not uphold 27 (28.7%) stage one complaints
- We resolved 50 (53.2%) stage one complaints

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

- We upheld 0 (0%) stage two complaints
- We partially upheld 15 (57.7%) stage two complaints
- We did not uphold 11 (42.3%) 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 46 (48.9%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 6.1 working days

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

- We aim to respond to stage two complaints within 20 working days
- We closed 26 (100%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 15.6 working days