

## **OUR COMPLAINTS PERFORMANCE 2025/2026 – QUARTER 1**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 April 2025 and 30 June 2025.

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

East Lothian Council handled customer complaints in quarter 1

- 221 complaints were handled at stage one
- 30 complaints were handled at stage two

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

- We upheld 14 (6.3%) stage one complaints
- We partially upheld 12 (5.4%) stage one complaints
- We did not uphold 40 (18.1%) stage one complaints
- We resolved 155 (70.2%) stage one complaints

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

- We upheld 4 (13.3%) stage two complaints
- We partially upheld 13 (43.4%) stage two complaints
- We did not uphold 12 (40.0%) stage two complaints
- We resolved 1 (3.3%) stage two complaints

### **Our timescales – Stage one Complaints**

- We aim to respond to stage one complaints within 5 working days
- We closed 123 (55.7%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 5.5 working days

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

- We aim to respond to stage two complaints within 20 working days
- We closed 25 (83.3%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 20.8 working days