

## **OUR COMPLAINTS PERFORMANCE 2026/2027 – QUARTER 4**

The council publishes complaints performance information on a quarterly basis. The complaints information below relates to all complaints handled between 1 January 2026 and 31 March 2026.

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

East Lothian Council handled customer complaints in quarter 4

- 347 complaints were handled at stage one
- 17 complaints were handled at stage two

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

- We upheld 32 (9.2%) stage one complaints
- We partially upheld 29 (8.4%) stage one complaints
- We did not uphold 77 (22.2%) stage one complaints
- We resolved 209 (60.2%) stage one complaints

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

- We upheld 2 (11.8%) stage two complaints
- We partially upheld 1 (5.9%) stage two complaints
- We did not uphold 14 (82.3%) 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 168 (48.4%) stage one complaints within 5 working days
- The average time to respond to stage one complaint as 4.6 working days

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

- We aim to respond to stage two complaints within 20 working days
- We closed 11 (64.7%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was 26.8 working days