

38763

Request for information regarding complaints submitted to Edinburgh City Council between January 2018-January 2022.

The average time taken for complaints to be closed, disaggregated by

Ward of residence of complainant; SIMD Data Zone and/or SIMD score (1-10) of complainant's listed address (if applicable);

Year the complaint was submitted.

The nature of complaint (whether it was directed to Place, Resources, C&F, EHSCP or Chief Exec).

Whether the complaints were upheld, partially upheld, or not upheld by Council services.

Whether the complaint was resolved at Stage 1 or Stage 2.

[Please refer to the information attached.](#)