

## 61626 Summary of Complaints for 2024-2025 and 2025-2026

There does not appear to be any recent reports to committees on the number of complaints made to City of Edinburgh council including an analysis of issues raised and lessons learned. Please provide a link to any report from the last two years. The last one is for 2023-2024 at <https://www.edinburgh.gov.uk/downloads/file/37257/annual-complaints-report-2023-24>.

Please provide a summary of complaints for 2024-2025 and 2025-2026 (to 31 March):

The number of complaints received under:

Stage 1

Stage 2

Please state how many of the complaints were dealt with within the timescale set out in the council policy (and the total number):

Stage 1 complaint - 5 working days

Stage 2 complaint: - 3 working days for acknowledgement receipt - 20 working days for an investigation report

Please state the outcome of stage 2 complaints by stating the number:

Fully upheld

Not duly made or withdrawn

Not upheld

Some upheld

Ongoing

The generic complaints report for 2024-25 is available from the September 2025 meeting of the [Governance, Risk and Best Value Committee](#), specifically page 296 and this covers complaints performance, learning, and SPSO decisions.

There is no complaint data available for 2025-26 presently. These figures are currently being prepared and will be presented to committee later in the year, after which they will be publicly available.

As well as for all council complaints, please also detail these statistics for education issues (your website refers to these as Education Advice and Complaints Service). If possible to identify the category of complaint for education, please identify the number of complaints concerning bullying, discrimination, or harmful sexual behaviours.

If the education complaints service does not include complaints received at secondary schools, please provide the same information for complaints made direct to secondary schools.

Please see attachment for complaint data. Please note that we are unable to provide data for the number of complaints relating to harmful sexual behaviours, as this is not a complaint category.

Where complaints were made to the Scottish Public Services Ombudsman, for each year, please state:

The number of complaints considered by SPSO

The outcome of by stating the number:

Fully upheld

Not duly made or withdrawn

Not upheld

Some upheld

Ongoing

For SPSO resolved complaints, if possible, please also briefly describe the issue involved.

[Decisions made](#) by the SPSO are provided on the SPSO's website.