

**Complaints Monitoring Report
Education Resources and Communities**

Quarter 4 2020/21 – 1 January – 31 March 2021

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Total number of complaints received	2	0	0	3	6
Total number of complaints closed	3	0	0	3	5
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	2	66.7%	N/A	N/A	N/A	N/A	3	100%	3	60%
Number of complaints closed - Investigative	1	33.3%	N/A	N/A	N/A	N/A	0	0%	2	40%
Number of complaints closed - Escalated	0	0%	N/A	N/A	N/A	N/A	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	50%	N/A	N/A	N/A	N/A	3	100%	1	33.3%
Number of Frontline complaints partially upheld	0	0%	N/A	N/A	N/A	N/A	0	0%	2	66.7%
Number of Frontline complaints not upheld	1	50%	N/A	N/A	N/A	N/A	0	0%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Investigative complaints partially upheld	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Investigative complaints not upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	2	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Average time in working days for a full response - Frontline	4	N/A	N/A	5	3
Average time in working days for a full response - Investigative	16	N/A	N/A	N/A	18
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days

MEETING TARGET TIMESCALES	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	100%	N/A	N/A	N/A	N/A	2	66.7%	3	100%
Number of complaints closed within 20 working days - Investigative	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	2	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

EXTENSIONS	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	50%	N/A	N/A	N/A	N/A	1	33.3%	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002692970	Process/Procedure	Upheld	Kim Patterson	Education Resources Manager reminding staff of appropriate communication.
101002681913	Process/Procedure	Partially Upheld	Grant McCutcheon	Sport and Leisure to ensure timely responses.
101002722964	Process/Procedure	Partially Upheld	Donna Kelly	None - staff resources had to be reallocated to solely call handling which adversely affected the previously speedy response times.