Complaints Monitoring Report Education Resources and Communities

Quarter 1 2021/22 - 1 April - 30 June 2021

Total Complaints Received and Total Complaints Closed									
Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22					
0	0	3	6	5					
0	0	3	5	6					
	1 2020/21 0 0	1 2020/21 Q2 2020/21 0 0 0 0	1 2020/21 Q2 2020/21 Q3 2020/21 0 0 3 0 0 3	1 2020/21Q2 2020/21Q3 2020/21Q4 2020/2100360035					

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										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
NUMBER AND PERCENTAGE CLOSED	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	N/A	N/A	N/A	N/A	3	100%	3	60%	3	50%
Number of complaints closed - Investigative	N/A	N/A	N/A	N/A	0	0%	2	40%	3	50%
Number of complaints closed - Escalated	N/A	N/A	N/A	N/A	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
FRONTLINE	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	N/A	N/A	N/A	3	100%	1	33%	1	33%
Number of Frontline complaints partially upheld	N/A	N/A	N/A	N/A	0	0%	2	67%	0	0%
Number of Frontline complaints not upheld	N/A	N/A	N/A	N/A	0	0%	0	0%	0	0%
Number of Frontline complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	67%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
INVESTIGATIVE	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	1	33%
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	2	100%	2	67%
Number of Investigative complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
ESCALATED	number	%								
Number of Escalated complaints upheld	N/A	N/A								
Number of Escalated complaints partially upheld	N/A	N/A								
Number of Escalated complaints not upheld	N/A	N/A								
Number of Escalated complaints (Resolution)	N/A	N/A								

The average time in working days for a full response to complaints at each stage									
RESPONSE TIME	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21					
Average time in working days for a full response - Frontline	N/A	N/A	5	3	3				
Average time in working days for a full response - Investigative	N/A	N/A	N/A	18	24				
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										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 20)21/22
MEETING TARGET TIMESCALES	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	N/A	N/A	2	66.7%	3	100%	3	100%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	2	100%	0	0%
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										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
EXTENSIONS	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	N/A	N/A	1	33.3%	N/A	N/A	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

UPHELD OR PA	UPHELD OR PARTIALLY UPHELD COMPLAINTS										
ID	Type of Complaint	Outcome	Responsible Officer	Action taken							
101002810031	Process/Procedure	Upheld	Active Schools & Sports Development Manager	All staff advised to delay any soaping of the floor until all customers have left the changing area.							
101002792885	Process/Procedure	Partially Upheld	Administration Manager	Complaints handling procedure to be followed.							