

Complaints Monitoring Report Education

Quarter 3 2021/22 – 1 October – 31 December 2021

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q3 2020/21 | Q4 2020/21 | Q1 2021/22 | Q2 2021/22 | Q3 2021/22 |
| Total number of complaints received | 9 | 5 | 20 | 10 | 11 |
| Total number of complaints closed | 10 | 2 | 20 | 7 | 14 |
| 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 | Q3 2020/21 | | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2021/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | 6 | 60% | 1 | 50% | 6 | 30% | 4 | 57% | 6 | 43% |
| Number of complaints closed - Investigative | 3 | 30% | 1 | 50% | 14 | 70% | 3 | 43% | 5 | 36% |
| Number of complaints closed - Escalated | 1 | 10% | 0 | 0% | 0 | 0% | 0 | 0% | 3 | 21% |

| Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-------|------------|------|------------|-----|------------|-----|------------|-------|
| FRONTLINE | Q3 2020/21 | | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2021/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | 3 | 50% | 1 | 100% | 1 | 20% | 1 | 25% | 1 | 16.7% |
| Number of Frontline complaints partially upheld | 1 | 16.7% | 0 | 0% | 0 | 0% | 1 | 25% | 0 | 0% |
| Number of Frontline complaints not upheld | 2 | 33.3% | 0 | 0% | 1 | 20% | 1 | 25% | 5 | 83.3% |
| Number of Complaints (Resolution) | N/A | N/A | N/A | N/A | 4 | 60% | 1 | 25% | 0 | 0% |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|------|------------|------|------------|-----|------------|-----|------------|-----|
| INVESTIGATIVE | Q3 2020/21 | | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2021/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Investigative complaints upheld | 0 | 0% | 0 | 0% | 2 | 14% | 2 | 67% | 1 | 20% |
| Number of Investigative complaints partially upheld | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 1 | 20% |
| Number of Investigative complaints not upheld | 3 | 100% | 0 | 0% | 11 | 79% | 1 | 33% | 3 | 60% |
| Number of Complaints (Resolution) | N/A | N/A | N/A | N/A | 1 | 7% | 0 | 0% | 0 | 0% |

| Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|------|------------|-----|------------|-----|------------|-----|------------|-------|
| ESCALATED | Q3 2020/21 | | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2021/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Escalated complaints upheld | 0 | 0% | N/A | N/A | N/A | N/A | N/A | N/A | 1 | 33.3% |
| Number of Escalated complaints partially upheld | 0 | 0% | N/A | N/A | N/A | N/A | N/A | N/A | 2 | 66.7% |
| Number of Escalated complaints not upheld | 1 | 100% | N/A | N/A | N/A | N/A | N/A | N/A | 0 | 0% |
| Number of Complaints (Resolution) | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0 | 0% |

| The average time in working days for a full response to complaints at each stage | | | | | |
|---|------------|------------|------------|------------|------------|
| RESPONSE TIME | Q3 2020/21 | Q4 2020/21 | Q1 2021/22 | Q2 2021/22 | Q3 2021/22 |
| Average time in working days for a full response - Frontline | 6 | 1 | 6 | 11 | 4 |
| Average time in working days for a full response - Investigative | 18 | 30 | 16 | 13 | 24 |
| Average time in working days for a full response - Escalated | 17 | N/A | N/A | N/A | 25 |

| 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 | Q3 2020/21 | | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2021/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | 3 | 50% | 1 | 100% | 3 | 50% | 2 | 50% | 5 | 83.3% |
| Number of complaints closed within 20 working days - Investigative | 2 | 66.7% | 0 | 0% | 1 | 93% | 3 | 100% | 1 | 20% |
| Number of complaints closed within 20 working days - Escalated | 1 | 100% | N/A | N/A | N/A | N/A | N/A | N/A | 2 | 66.7% |

| Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised | | | | | | | | | | |
|--|------------|-------|------------|------|------------|-----|------------|-----|------------|-----|
| EXTENSIONS | Q3 2020/21 | | Q4 2020/21 | | Q1 2021/22 | | Q2 2021/22 | | Q3 2021/22 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints with an extension – Frontline | 1 | 16.7% | 0 | 0% | 2 | 33% | 2 | 50% | 0 | 0% |
| Number of complaints with an extension – Investigative or Escalated Investigative | 1 | 33.3% | 1 | 100% | 1 | 7% | 0 | 0% | 2 | 25% |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|---------------------------------------|-------------------------|---------|-------------------------|--|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101002934020 | Process / Procedure | Upheld | Chief Education Officer | Schools/nurseries will be required to keep copies of all referral forms. |
| 101002902458 | Complaint Against Staff | Upheld | Chief Education Officer | Teacher has been spoken to and child had been removed from her classes |

| | | | | |
|--------------|---------------------|------------------|---|--|
| 101002929216 | Process / Procedure | Upheld | Head of Education Resources and Communities | Investigating officer did not realise that a further extension could be applied to the complaint and an inaccurate response was issued. Learning point to be included in future training on the complaints handling procedure by Complaints Officer. |
| 101002894483 | Process / Procedure | Partially Upheld | Chief Education Officer | Schools to engage more with parents when assessments are carried out and formal plans to be put in place where appropriate |
| 101002902396 | Process / Procedure | Partially Upheld | Chief Education Officer | School corrected report and apologised to complainant. |
| 101002902443 | Other | Partially Upheld | Head of Education Resources and Communities | Education psychology are now involved and a meeting has been arranged for next week with the parents and school to agree a support plan moving forward |