

Complaints Monitoring Report Education

Quarter 3 2022/23 – 1 October to 31 December 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Total number of complaints received	11	29	24	16	12
Total number of complaints closed	14	20	16	24	11
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 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	6	43%	18	90%	9	56%	12	50%	4	36%
Number of complaints closed - Investigative	5	36%	2	10%	7	44%	12	50%	3	27%
Number of complaints closed - Escalated	3	21%	0	0%	0	0%	0	0%	4	36%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	16.7%	3	16.7%	2	22%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	1	8%	0	0%
Number of Frontline complaints not upheld	5	83.3%	12	67%	7	78%	10	83%	4	100%
Number of Complaints (Resolution)	0	0%	3	16.7%	0	0%	1	8%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	20%	1	50%	1	14%	5	42%	1	33%
Number of Investigative complaints partially upheld	1	20%	0	0%	4	57%	1	8%	1	33%
Number of Investigative complaints not upheld	3	60%	1	50%	2	29%	6	50%	1	33%
Number of Complaints (Resolution)	0	0%	0	0%	0	0%	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 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	33.3%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Escalated complaints partially upheld	2	66.7%	N/A	N/A	N/A	N/A	N/A	N/A	3	75%
Number of Escalated complaints not upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	1	25%
Number of Complaints (Resolution)	0	0%	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 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Average time in working days for a full response - Frontline	4	5	5	17	4
Average time in working days for a full response - Investigative	24	5	38	31	22
Average time in working days for a full response - Escalated	25	N/A	N/A	N/A	38

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 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	5	83.3%	10	55.6%	7	78%	4	33%	4	100%
Number of complaints closed within 20 working days - Investigative	1	20%	2	100%	0	0%	3	25%	1	14%
Number of complaints closed within 20 working days - Escalated	2	66.7%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	11%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	25%	2	100%	5	71%	2	17%	1	14%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003161006	Complaint Against Staff	Upheld	Business Support Officer (Education)	<p>Complaint made regarding the various dismissive comments made to a pupil by a teacher about the pupil's disability.</p> <p>ACTION TAKEN – Comments made accepted. Teacher is to receive further training and counselling</p>

101003121538	Complaint Against Staff	Partially Upheld	Business Support Officer (Education)	<p>Complaint made about the handling of the prolonged bullying of complainant's child. The school did not accurately record complainant's child's time at school due to a lack of training on SEEMiS.</p> <p>ACTION TAKEN - Staff have now been trained on SEEMiS by QIO.</p>
101003133224	Process/Procedure	Partially Upheld	Business Support Officer (Education)	<p>Complaint made regarding parents inability to access a meeting document until day prior to the meeting due to incorrect password being provided.</p> <p>ACTION TAKEN – Administration error accepted, admin staff to take greater care sending password protected documents.</p>
101003184256	Process/Procedure	Partially Upheld	Business Support Officer (Education)	<p>Complaint made regarding various concerns about the school and lack of support with bullying.</p> <p>ACTION TAKEN – One element of the complaint upheld regarding the arranging of transport for a child. An Apology was given to the complainant and staff were reminded that they cannot offer to call taxi companies.</p>
101003195624	Other	Partially Upheld	Business Support Officer (Education)	<p>Complaint made regarding ongoing issues from complainant who owns the house next to the school. Complainant alleges ongoing harassment from school staff, failure to remove posts and pothole damage to road. Complainant informed that repair of road damage is the responsibility of estates owner not Moray Council.</p> <p>ACTION TAKEN – One element of the complaint was upheld in relation to the posts. The posts have now been removed.</p>