

Complaints Monitoring Report
Education Resources and Communities

Quarter 4 2022/23 – 1 January – 31 March 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Total number of complaints received	2	2	5	2	5
Total number of complaints closed	3	2	5	2	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 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	33%	2	100%	4	80%	2	100%	3	60%
Number of complaints closed - Investigative	2	67%	0	0%	1	20%	0	0%	1	20%
Number of complaints closed - Escalated	0	0%	0	0%	0	NA	0	0%	1	20%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	50%	2	50%	1	50%	3	100%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	1	100%	1	50%	2	50%	1	50%	0	0%
Number of Frontline complaints (Resolution)	0	0%	0	0%	0	0%	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 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	50%	N/A	N/A	0	0%	N/A	N/A	0	0%
Number of Investigative complaints partially upheld	0	0%	N/A	N/A	1	100%	N/A	N/A	0	0%
Number of Investigative complaints not upheld	1	50%	N/A	N/A	0	0%	N/A	N/A	1	100%
Number of Investigative complaints (Resolution)	0	0%	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										
ESCALATED	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23	
	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	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	100%
Number of Escalated 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	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Average time in working days for a full response - Frontline	3	3	7	7	5
Average time in working days for a full response - Investigative	25	N/A	24	NA	20
Average time in working days for a full response - Escalated	N/A	N/A	0	NA	51

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 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	100%	2	100%	2	50%
Number of complaints closed within 20 working days - Investigative	1	50%	N/A	N/A	0	0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	0%

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

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003242994	Process/Procedure	Upheld	Mhairi Blake	Complaint about safeguarding regarding the unavailability of staff at a leisure facility. A planned review of leisure facility staffing levels is to take place to create improved facility operations.
101003252144	Complaint Against Staff	Upheld	Mhairi Blake	Complaint about inaccurate information provided to a customer at a leisure facility regarding access to pool access. It is accepted that staff provided incorrect information to customer, assurances given that communication will improve.
101003255646	Process/Procedure	Upheld	Mhairi Blake	Complaint by customer who was not able to have their request met by a member of staff and being treated in a dismissive manner that member of staff at a leisure facility. Although staff were busy dealing with an injured customer it is recognised that staffing levels during busy periods should be considered.