

## Complaints Monitoring Report Education

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

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Total number of complaints received	29	24	16	12	15
Total number of complaints closed	20	16	24	11	16
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	18	90%	9	56%	12	50%	4	36%	6	38%
Number of complaints closed - Investigative	2	10%	7	44%	12	50%	3	27%	0	%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	4	36%	10	62%

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	3	17%	2	22%	0	0%	0	0%	1	17%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	8%	0	0%	0	0%
Number of Frontline complaints not upheld	12	67%	7	78%	10	83%	4	100%	5	83%
Number of Complaints (Resolution)	3	17%	0	0%	1	8%	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		Q 42022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	50%	1	14%	5	42%	1	33%	0	0%
Number of Investigative complaints partially upheld	0	0%	4	57%	1	8%	1	33%	0	0%
Number of Investigative complaints not upheld	1	50%	2	29%	6	50%	1	33%	0	0%
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	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	0	0%	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	3	75%	5	50%
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	1	25%	5	50%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	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	5	5	17	4	7
Average time in working days for a full response - Investigative	5	38	31	21	N/A
Average time in working days for a full response - Escalated	N/A	N/A	N/A	37	26

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	10	55.6%	7	78%	4	33%
Number of complaints closed within 20 working days - Investigative	2	100%	0	0%	3	25%
Number of complaints closed within 20 working days - Escalated	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 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	11%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	100%	5	71%	2	17%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003093480	Complaint Against Staff	Partially Upheld	Business Support Officer (Education)	Complaint made regarding being denied access to the complainants property next to the school. In addition complainant feels staff are unprofessional in their dealings with the complainant.

				<p><b>ACTION TAKEN</b> – Acknowledged complainants case and staff will no longer block road in helping pupils crossing the road. No evidence was found regards unprofessional behaviour staff, this part of complainant was not upheld.</p>
101003217750	Process/Procedure	Upheld	Business Support Officer (Education)	<p>Complaint regards lack of gritting at New Elgin Primary during wintery spell where ground was very icy and unsafe for adults and pupils.</p> <p><b>ACTION TAKEN</b> – Acknowledged no gritting had been carried out, discussions between education and health &amp; safety taken place and agreement reached on level of gritting to ensure consistency across schools.</p>
101003189045	Process/Procedure	Partially Upheld	Business Support Officer (Education)	<p>Complaint made by parents for lack of communication with the development of an IEP for their child.</p> <p><b>ACTION TAKEN</b> – Complaint partially upheld as the IEP was wrongly dated. School to take more care and double check forms before completed and shared.</p>
101003220547	Process/Procedure	Partially Upheld	Business Support Officer (Education) and Education Officer	<p>Complaint regards recurring concerns with child planning.</p> <p><b>ACTION TAKEN</b> – Issue investigated and acknowledged that school had not been inclusive enough in considering all of the child's needs when planning activities. Work underway to improve relationship with teacher and delayed training has now taken place.</p>
101003221246	Process/Procedure	Partially Upheld	Business Support Officer (Education)	<p>Complaint made regards social media content and inclusion of pictures of complainant's child.</p> <p><b>ACTION TAKEN</b> – One element of the complaint was upheld in relation to the pictures shared on social media by school. Head teacher will now personally review all pictures before they are put online to ensure complainant child not included.</p>

101003243695	Complaint Against Staff	Partially Upheld		<p>Complaint from parent made regards bullying incidents and unsuitability of classroom activity for their child.</p> <p><b>ACTION TAKEN</b> – Acknowledged complaint. Bullying issue found to have been dealt with appropriately, however class activity was deemed to have been unsuitable and this element of complaint was upheld. School will no longer carry out such activities.</p>
--------------	-------------------------	------------------	--	---