

Complaints Monitoring Report Education

Quarter 1 2023/24 – 1 April to 30 June 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24
Total number of complaints received	24	16	12	15	28
Total number of complaints closed	16	24	11	16	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	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	9	56%	12	50%	4	36%	6	38%	11	79%
Number of complaints closed - Investigative	7	44%	12	50%	3	27%	0	%	3	21%
Number of complaints closed - Escalated	0	0%	0	0%	4	36%	10	62%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	22%	0	0%	0	0%	1	17%	1	9%
Number of Frontline complaints partially upheld	0	0%	1	8%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	7	78%	10	83%	4	100%	5	83%	10	91%
Number of Complaints (Resolution)	0	0%	1	8%	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	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	14%	5	42%	1	33%	0	0%	1	33%
Number of Investigative complaints partially upheld	4	57%	1	8%	1	33%	0	0%	0	0%
Number of Investigative complaints not upheld	2	29%	6	50%	1	33%	0	0%	2	67%
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	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	0	0%	0	0%	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	3	75%	5	50%	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	1	25%	5	50%	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	0	0%	0	0%	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2022/23		Q2 2022/23		Q1 2023/24
Average time in working days for a full response - Frontline	5		17		7
Average time in working days for a full response - Investigative	38		31		23
Average time in working days for a full response - Escalated	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										
MEETING TARGET TIMESCALES	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	7	78%	4	33%	4	100%	2	22%	6	55%
Number of complaints closed within 20 working days - Investigative	0	0%	3	25%	1	33%	0	0%	1	33%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	0	0%	3	30%	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	Q1 2022/23		Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	11%	0	0%	0	0%	0	0%	1	9%
Number of complaints with an extension – Investigative or Escalated Investigative	5	71%	2	17%	1	14%	0	0%	2	67%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003325437	Other	Upheld	Business Support Officer (Education)	Complaint regarding school bus driver being aggressive and using abuse language to a parent driver. ACTION TAKEN – Apology provided and admission bus driver displayed inappropriate and unacceptable behaviour towards parent driver.
101003324055	Other	Upheld	Business Support Officer (Education)	Complaint regarding school bus driver being aggressive and using abuse language to a parent driver. ACTION TAKEN – Apology provided and admission bus driver displayed inappropriate and unacceptable behaviour towards parent driver.