

Complaints Monitoring Report Education

Quarter 2 2023/24 – 1 July to 30 September 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24
Total number of complaints received	16	12	15	28	15
Total number of complaints closed	24	11	16	14	17
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	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	12	50%	4	36%	6	38%	11	79%	6	35%
Number of complaints closed - Investigative	12	50%	3	27%	0	%	3	21%	11	65%
Number of complaints closed - Escalated	0	0%	4	36%	10	62%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	1	17%	1	9%	2	33%
Number of Frontline complaints partially upheld	1	8%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	10	83%	4	100%	5	83%	10	91%	4	67%
Number of Complaints (Resolution)	1	8%	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	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	5	42%	1	33%	0	0%	1	33%	0	0%
Number of Investigative complaints partially upheld	1	8%	1	33%	0	0%	0	0%	4	36%
Number of Investigative complaints not upheld	6	50%	1	33%	0	0%	2	67%	7	64%
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	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	0	0%	0	0%	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	3	75%	5	50%	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	1	25%	5	50%	N/A	N/A	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	0	0%	0	0%	N/A	N/A	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24
Average time in working days for a full response - Frontline	17	4	7	7	7
Average time in working days for a full response - Investigative	31	21	N/A	23	26
Average time in working days for a full response - Escalated	N/A	37	26	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	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	33%	4	100%	2	22%	6	55%	4	67%
Number of complaints closed within 20 working days - Investigative	3	25%	1	33%	0	0%	1	33%	3	27%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	3	30%	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	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	1	9%	1	17%
Number of complaints with an extension – Investigative or Escalated Investigative	2	17%	1	14%	0	0%	2	67%	7	64%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003358751	Other	Upheld	Business Support Officer (Education)	Complaint regarding lack of communication from Education Services with parents around request for an assistance dog to support daughter in school. ACTION TAKEN – Apology provided for continued delay and lack of regular communication from Education Services with parents while clarification was sought over request to allow pupil to attend school with an assistance dog. Reminder sent to all staff to ensure regular communication is maintained until requests are satisfactorily dealt with.
101003399591	Other	Upheld	Business Support Officer (Education)	Complaint about the care of complainants' child whilst in nursery in regard to inappropriate behaviour from another child.

				ACTION TAKEN – Acknowledged that more supervision should have been in place in the playground area. Increased supervision now in place and nursery will communicate with parents / guardians after every incident.
101003327390	Other	Partially Upheld	Business Support Officer (Education)	Complaint from parents regards the school timetabling and lack of understanding of their sons additional needs ACTION TAKEN – Acknowledgement made that timetabling should be improved to reflect child's capacity to engage, this is now in place along with additional internal and external support interventions.
101003336709	Against Staff	Partially Upheld	Business Support Officer (Education)	Complaint over the health and wellbeing of pupils at school and the approach taken by senior school staff. ACTION TAKEN – Complaint investigated and the majority of the points raised were not upheld around concerns for child health and wellbeing at school. The one area of complaint upheld was around personal conversations, reminder that these should be held in appropriate areas where confidentiality is maintained.
101003347098	Other	Partially Upheld	Business Support Officer (Education)	Complaint regarding lack of communication and support for child at school. ACTION TAKEN – Complaint partially upheld where inappropriate measure was put in place after an incident involving the pupil. Apology given with assurances that staff will not let this occur again and parents will be contacted as alternative.
101003354461	Other	Partially Upheld	Business Support Officer (Education)	Complaint regarding bullying of child and lack of support. ACTION TAKEN – Complaint investigated and found that appropriate measures and levels of communication had been put in place. However, acknowledged that assessment form for child had not been returned to the Rowan Centre in acceptable timeframe, for which an apology and assurances that it will not happen again were given.