

# Complaints Monitoring Report Education Resources and Communities

**Quarter 3 2023/24 – 1 October – 31 December 2023**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Total number of complaints received	2	5	15	6	1
Total number of complaints closed	2	5	15	4	3
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 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	2	100%	3	60%	14	93%	4	100%	2	67%
Number of complaints closed - Investigative	0	0%	1	20%	1	7%	0	0%	1	33%
Number of complaints closed - Escalated	0	0%	1	20%	0	0%	0	0%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	50%	3	100%	1	7%	2	50%	1	50%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	1	50%	0	0%	13	93%	2	50%	1	50%
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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	0	0%	0	0%	N/A	N/A	0	0%
Number of Investigative complaints partially upheld	N/A	N/A	0	0%	0	0%	N/A	N/A	0	0%
Number of Investigative complaints not upheld	N/A	N/A	1	100%	1	100%	N/A	N/A	1	100%
Number of Investigative complaints (Resolution)	N/A	N/A	0	0%	0	0%	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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints (Resolution)	N/A	N/A	0	0%	N/A	N/A	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	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Average time in working days for a full response - Frontline	7	5	5	4	13
Average time in working days for a full response - Investigative	N/A	20	6	N/A	25
Average time in working days for a full response - Escalated	N/A	51	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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	50%	3	100%	12	86%	3	75%	0	0%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	1	100%	1	100%	N/A	N/A	0	0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	7%	1	25%	1	50%
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	0	0%	0	0%	N/A	N/A	1	100%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003395846	Complaint Against Staff	Upheld	Mhairi Blake	<p>Access to personal equipment required to run regular classes made difficult due to poor organisation of storage facility. Classes disrupted by community centre staff entering sessions.</p> <p><b>ACTION TAKEN</b> – Storage facility has been re-organised so equipment is easily accessible, keys will be made available 5 mins earlier and the room will be for sole use of complainant.</p>