

Complaints Monitoring Report Education

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

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Total number of complaints received	12	15	28	16	19
Total number of complaints closed	11	16	14	17	22
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	4	36%	6	38%	11	79%	6	35%	9	41%
Number of complaints closed - Investigative	3	27%	0	%	3	21%	11	65%	11	50%
Number of complaints closed - Escalated	4	36%	10	62%	0	0%	0	0%	2	9%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	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	0	0%	1	17%	1	9%	2	33%	2	22%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	1	11%
Number of Frontline complaints not upheld	4	100%	5	83%	10	91%	4	67%	6	67%
Number of 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	1	33%	0	0%	1	33%	0	0%	1	9%
Number of Investigative complaints partially upheld	1	33%	0	0%	0	0%	4	36%	3	27%
Number of Investigative complaints not upheld	1	33%	0	0%	2	67%	7	64%	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	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	0	0%	0	0%	N/A	N/A	N/A	N/A	1	50%
Number of Escalated complaints partially upheld	3	75%	5	50%	N/A	N/A	N/A	N/A	1	50%
Number of Escalated complaints not upheld	1	25%	5	50%	N/A	N/A	N/A	N/A	0	0%
Number of Complaints (Resolution)	0	0%	0	0%	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	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	4	7	7	7	7
Average time in working days for a full response - Investigative	21	N/A	23	26	30
Average time in working days for a full response - Escalated	37	26	N/A	N/A	60

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	
	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	100%	2	22%	6	55%
Number of complaints closed within 20 working days - Investigative	1	33%	0	0%	1	33%
Number of complaints closed within 20 working days - Escalated	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	Q3 2022/23		Q4 2022/23		Q1 2023/24	
	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	9%
Number of complaints with an extension – Investigative or Escalated Investigative	1	14%	0	0%	2	67%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003432085	Other	Upheld	Business Support Officer (Education)	Complaint regards catering staff not offering an alternative option for child. ACTION TAKEN – Acknowledged that pupil should have been offered alternative option, staff have been told other options should be looked into. Catering Officer has since visited the school unannounced a couple of times to inspect the quality of the service and will continue to visit the school and carryout inspections to ensure the whole catering team are complying with the required service standards.
101003439530	Against Staff	Partially Upheld	Business Support Officer (Education)	Complaint regards teacher speaking about a pupil in front of other people in school grounds. ACTION TAKEN – Apology given and reminder to all staff to ensure such conversations are held in appropriate locations.

101003450058	Other	Upheld	Complaint Officer	<p>As part of the Flexible Education Policy consultation, complainant was emailed along with others to attend a consultation meeting. Complainant did not consent for email address being shared within the group invite.</p> <p>ACTION TAKEN – An apology was given, and staff member to receive suitable advise to avoid a future GDPR breach.</p>
101003342068	Process / Procedure	Upheld	Business Support Officer (Education)	<p>Complaint about school not following through with agreed support actions for child's education and establishing an appropriate timetable.</p> <p>ACTION TAKEN – New timetable has been created, apologies have been given to parents and a clear plan for the pupil's education is now in place.</p>
101003380098	Process / Procedure	Partially Upheld	Business Support Officer (Education)	<p>Complaint regarding lack of communication and support for child at school.</p> <p>ACTION TAKEN – School and Council have identified actions for improvement in the support the pupil has received. This includes training for school and support staff in ASN legislation, understanding behaviour as communication, and delivering inclusive practice in school. Parent has a point of contact to ensure needs are being met.</p>
101003391096	Other	Partially Upheld	Business Support Officer (Education)	<p>Complaint regards school staff not ensuring dietary requirements of pupil were followed.</p> <p>ACTION TAKEN – Dairy product given to pupil who was lactose intolerant, apology given and assurances provided that staff will not repeat incident.</p>
101003395090	Other	Partially Upheld	Business Support Officer (Education)	<p>Delay in responding to original complaint.</p> <p>ACTION TAKEN – Apology given to parent for delay in responding to the original complaint. Original complaint was not upheld.</p>
101003419591	Other	Partially Upheld	Business Support Officer (Education)	<p>Complaint regarding support of child at school.</p> <p>ACTION TAKEN – Three of the six complaint points were upheld: Voice of the child not being used in decision making process within Child Planning; incorrect attendance recording of child; and lack of support in place for child to attend same activities as peers. Apology given and staff training has been put in place.</p>
101003423782	Other	Upheld	Complaint Officer	Complaint on the Flexible School Policy

				ACTION TAKEN – Apology given for inaccurate information being provided to the complainant and for the delay in the Flexible School Policy becoming policy in Moray. Education to notify complainant when policy (currently in draft) is approved by committee.
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