

## Complaints Monitoring Report Education

**Quarter 4 2024/25 – 1 January to 31 March 2025**

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
Total number of complaints received	30	17	11	18	18
Total number of complaints closed	10	20	12	10	13
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.					

4

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	40%	1	5%	4	33%	4	40%	2	15%
Number of complaints closed - Investigative	6	60%	15	75%	7	58%	6	60%	9	69%
Number of complaints closed - Escalated	0	0%	4	20%	1	8%	0	0%	2	15%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	50%	1	100%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	25%	0	0%	1	50%
Number of Frontline complaints not upheld	2	50%	0	0%	3	75%	4	100%	1	50%
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	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	7%	2	29%	0	0%	0	0%
Number of Investigative complaints partially upheld	2	33%	9	60%	5	71%	2	33%	6	67%
Number of Investigative complaints not upheld	4	67%	5	33%	0	0%	4	67%	3	33%
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 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	0	0%	0	0%	N/A	N/A	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	2	50%	1	100%	N/A	N/A	2	100%
Number of Escalated complaints not upheld	N/A	N/A	2	50%	0	0%	N/A	N/A	0	0%
Number of Complaints (Resolution)	N/A	N/A	0	0%	0	0%	N/A	N/A	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
Average time in working days for a full response - Frontline	4	5	6	13	12
Average time in working days for a full response - Investigative	25	35	38	24	38
Average time in working days for a full response - Escalated	N/A	30	27	N/A	36

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 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	75%	1	100%	2	50%	0	0%	1	50%
Number of complaints closed within 20 working days - Investigative	2	33%	0	0%	0	0%	2	33%	1	11%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	1	25%	0	0%	N/A	N/A	0	0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	25%	0	0%	1	25%	0	0%	1	50%
Number of complaints with an extension – Investigative or Escalated Investigative	2	33%	11	73%	5	63%	1	17%	9	75%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003688181	Other	Partially Upheld	Business Support Officer (Education)	Lack of regular child planning meetings and minutes. <b>ACTION TAKEN:</b> School acknowledged schedule of child planning meetings had not been followed, this was largely due to staff movement. Apology given and future meeting dates set.
101003667257	Other	Partially Upheld	Business Support Officer (Education)	Concern with lack of safe learning environment at child's school. <b>ACTION TAKEN:</b> School acknowledged that there has been notable disruption in classroom caused by another pupil, which has at times created an unsafe environment. Measures have been reviewed and QIO and Head of SEBN have provided training to school.
101003667857	Other	Partially	Business Support	Concern around the treatment and support of child at school.

		Upheld	Officer (Education)	<b>ACTION TAKEN:</b> Of the 15 elements of the complaint, two were upheld. Apologies were given for the delay in sending Coordinated Support Plan to parent and that the school were wrong in offering a room for your child to regulate their emotions.
101003681673	Complaint Against Staff	Partially Upheld	Business Support Officer (Education)	Concern from complainant of their child's treatment by class teacher. <b>ACTION TAKEN:</b> Four of the six elements of the complaint were upheld. Acknowledged appropriate procedures not followed by teacher, child now moved to other class and teacher received feedback on their future conduct.
101003683836	Other	Partially Upheld	Business Support Officer (Education)	School not informing parent or SLT of incident at school. <b>ACTION TAKEN:</b> Acknowledged that staff should have informed the Senior Leadership Team and parent of incident as is procedure. Apology given.
101003692379	Other	Partially Upheld	Business Support Officer (Education)	School not following agreed procedures around your child. <b>ACTION TAKEN:</b> Acknowledged that some of the agreed procedures around your daughter were not being followed, these have been reinforced to staff and apology given.
101003695224	Other	Partially Upheld	Business Support Officer (Education)	Concern around school's lack of action and response to daughter's needs. <b>ACTION TAKEN:</b> Acknowledged that school has not responded to complaints communications in a timely manner and there has been a lack of a planning around daughter's needs. Child planning has been reviewed and revised actions put in place; apology given.
101003712145	Other	Partially Upheld	Business Support Officer (Education)	Delay in daughter being assessed for additional support needs. <b>ACTION TAKEN:</b> Acknowledged that there had been an unacceptable delay in assessing for an additional support need and that results were not relayed back in a timely manner. Procedures reinforced and apology given.
101003715455	Other	Partially Upheld	Business Support Officer (Education)	Concerns over education of daughter at school. <b>ACTION TAKEN:</b> Two of the nine elements of the complaint were upheld. Teachers' comments about class behaviour were not appropriate and teacher should not have class sitting on ground for long periods. Concerns addressed with teacher and apology given.