

Complaints Monitoring Report

Education Resources and Communities

Quarter 2 2025/26 – 1 July to 30 September 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
Total number of complaints received	4	6	4	3	2
Total number of complaints closed	5	4	5	3	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	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	60%	3	75%	3	60%	1	33%	1	33%
Number of complaints closed - Investigative	0	0%	1	25%	2	40%	2	67%	2	67%
Number of complaints closed - Escalated	2	40%	0	0%	0	0%	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 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	33%	0	0%	1	33%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	2	67%	3	100%	2	67%	1	100%	1	100%
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	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	0	0%	0	0%	2	100%	0	0%
Number of Investigative complaints partially upheld	N/A	N/A	1	100%	2	100%	0	0%	1	50%
Number of Investigative complaints not upheld	N/A	N/A	0	0%	0	0%	0	0%	1	50%
Number of Investigative complaints (Resolution)	N/A	N/A	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 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	1	50%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	1	50%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints (Resolution)	0	0%	N/A	N/A	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	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
Average time in working days for a full response - Frontline	5	9	14	6	13
Average time in working days for a full response - Investigative	N/A	22	31	47	31
Average time in working days for a full response - Escalated	15	N/A	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	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	100%	1	33%	0	0%	0	0%	0	0%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	0	0%	1	50%	0	0%	1	50%
Number of complaints closed within 20 working days - Escalated	2	100%	N/A	N/A	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	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	33%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	1	50%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003843931	Other	Partially Upheld	Mhairi Blake	Complaint relating to proposals for changes to the services provided at Keith Library ACTION TAKEN: Multiple heads of complaint with only one being upheld, which related to the reduction of opening hours at Keith where other that were not closed had opening hours increased. Decisions needed to be made for the sustainability of the library network.