

## Complaints Monitoring Report Education

**Quarter 3 2025/26 – 1 October to 31 December 2025**

| <b>Total Complaints Received and Total Complaints Closed</b>   |            |            |            |            |            |
|--|------------|------------|------------|------------|------------|
| <b>NUMBER OF COMPLAINTS</b>  | Q3 2024/25 | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 |
| Total number of complaints received  | 18         | 18         | 12         | 16         | 11         |
| Total number of complaints closed  | 10         | 13         | 15         | 12         | 9          |
| 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. |            |            |            |            |            |

| <b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b> |            |     |            |     |            |     |            |      |            |     |
|---|------------|-----|------------|-----|------------|-----|------------|------|------------|-----|
| <b>NUMBER AND PERCENTAGE CLOSED</b>   | Q3 2024/25 |     | Q4 2024/25 |     | Q1 2025/26 |     | Q2 2025/26 |      | Q3 2025/26 |     |
|   | number     | %   | number     | %   | number     | %   | number     | %    | number     | %   |
| Number of complaints closed - Frontline   | 4          | 40% | 2          | 15% | 4          | 27% | 0          | 0%   | 1          | 11% |
| Number of complaints closed - Investigative   | 6          | 60% | 9          | 69% | 9          | 60% | 12         | 100% | 8          | 89% |
| Number of complaints closed - Escalated   | 0          | 0%  | 2          | 15% | 2          | 13% | 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 2024/25 |      | Q4 2024/25 |     | Q1 2025/26 |      | Q2 2025/26 |     | Q3 2025/26 |      |
|   | number     | %    | number     | %   | number     | %    | number     | %   | number     | %    |
| Number of Frontline complaints upheld   | 0          | 0%   | 0          | 0%  | 0          | 0%   | N/A        | N/A | 1          | 100% |
| Number of Frontline complaints partially upheld   | 0          | 0%   | 1          | 50% | 0          | 0%   | N/A        | N/A | 0          | 0%   |
| Number of Frontline complaints not upheld   | 4          | 100% | 1          | 50% | 4          | 100% | N/A        | N/A | 0          | 0%   |
| Number of Complaints (Resolution)   | 0          | 0%   | 0          | 0%  | 0          | 0%   | N/A        | N/A | 0          | 0%   |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage |            |     |            |     |            |     |            |     |            |     |
|--|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|
| INVESTIGATIVE  | Q3 2024/25 |     | Q4 2024/25 |     | Q1 2025/26 |     | Q2 2025/26 |     | Q3 2025/26 |     |
|  | number     | %   |
| Number of Investigative complaints upheld  | 0          | 0%  | 0          | 0%  | 1          | 11% | 3          | 25% | 2          | 25% |
| Number of Investigative complaints partially upheld  | 2          | 33% | 6          | 67% | 5          | 56% | 1          | 8%  | 2          | 25% |
| Number of Investigative complaints not upheld  | 4          | 67% | 3          | 33% | 3          | 33% | 8          | 67% | 4          | 50% |
| 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 2024/25 |     | Q4 2024/25 |      | Q1 2025/26 |     | Q2 2025/26 |     | Q3 2025/26 |     |
|  | number     | %   | number     | %    | number     | %   | number     | %   | number     | %   |
| Number of Escalated complaints upheld  | N/A        | N/A | 0          | 0%   | 1          | 50% | N/A        | N/A | N/A        | N/A |
| Number of Escalated complaints partially upheld  | N/A        | N/A | 2          | 100% | 0          | 0%  | N/A        | N/A | N/A        | N/A |
| Number of Escalated complaints not upheld  | N/A        | N/A | 0          | 0%   | 1          | 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  | Q3 2024/25 | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 |
| Average time in working days for a full response - Frontline                     | 13         | 12         | 8          | N/A        | 6          |
| Average time in working days for a full response - Investigative                 | 24         | 38         | 46         | 36         | 31         |
| Average time in working days for a full response - Escalated                     | N/A        | 36         | 33         | 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 2024/25 |     | Q4 2024/25 |     | Q1 2025/26 |     | Q2 2025/26 |     | Q3 2025/26 |     |
|  | number     | %   |
| Number of complaints closed within 5 working days - Frontline  | 0          | 0%  | 1          | 50% | 1          | 25% | N/A        | N/A | 0          | 0%  |
| Number of complaints closed within 20 working days - Investigative   | 2          | 33% | 1          | 11% | 0          | 0%  | 1          | 8%  | 0          | 0%  |
| Number of complaints closed within 20 working days - Escalated   | N/A        | N/A | 0          | 0%  | 0          | 0%  | 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 2024/25 |     | Q4 2024/25 |     | Q1 2025/26 |     | Q2 2025/26 |     | Q3 2025/26 |      |
|  | number     | %    |
| Number of complaints with an extension – Frontline   | 0          | 0%  | 1          | 50% | 0          | 0%  | N/A        | N/A | 0          | 0%   |
| Number of complaints with an extension – Investigative or Escalated Investigative  | 1          | 17% | 9          | 75% | 2          | 18% | 9          | 75% | 8          | 100% |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS |                   |                  |                                      |   |
|---------------------------------------|-------------------|------------------|--------------------------------------|---|
| ID                                    | Type of Complaint | Outcome          | Responsible Officer                  | Action taken  |
| 101003885230                          | Other             | Upheld           | Business Support Officer (Education) | School failed to adhere to pupils' food allergy notes.<br><b>ACTION TAKEN:</b> Acknowledged that pupil did receive food item which contained ingredients that she was allergic to. Apology given for not following healthcare plan and assurances given including healthcare plan review and additional training provided to staff. |
| 101003847339                          | Other             | Partially Upheld | Business Support Officer (Education) | Inconsistent reasons for pupil not being picked for school sports team.<br><b>ACTION TAKEN:</b> One of the three complaint areas was upheld. Acknowledged that pupil received inconsistent messages for not being picked for football team. Apology given and school will ensure clearer reasons are provided in future.            |

|              |          |                  |                                      |  |
|--------------|----------|------------------|--------------------------------------|--|
| 101003859972 | Bullying | Upheld           | Business Support Officer (Education) | <p>Bullying of pupil at school.</p> <p><b>ACTION TAKEN:</b> Parents concerned school are not dealing with bullying incidents of their son. Acknowledged that school had failed to prevent bullying of complainants child, apology given and plan in place to keep children separated.</p>  |
| 101003860656 | Other    | Partially Upheld | Business Support Officer (Education) | <p>Concerns over the support and safeguarding of daughter at school and poor communication.</p> <p><b>ACTION TAKEN:</b> Majority of complaint areas were upheld around the support and safeguarding concerns of complainants daughter. Acknowledgement made that school failed to record all incidents and to communicate these appropriately with parents. Apology given, clear line of communication now established and roles and responsibilities of staff reviewed.</p> |
| 101003871383 | Other    | Upheld           | Business Support Officer (Education) | <p>Concern pupil was allowed on devices without supervision.</p> <p><b>ACTION TAKEN:</b> Acknowledged complainants child was not supervised appropriately and apology given. Quality Improvement Officer supporting school to ensure no repeat of such incidents.</p>  |