

## Complaints Monitoring Report Education

**Quarter 4 2025/26 – 1 January to 31 March 2026**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26
Total number of complaints received	18	12	16	12	16
Total number of complaints closed	13	15	12	9	15
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>	Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	2	15%	4	27%	0	0%	1	11%	5	33%
Number of complaints closed - Investigative	9	69%	9	60%	12	100%	8	89%	9	60%
Number of complaints closed - Escalated	2	15%	2	13%	0	0%	0	0%	1	7%

<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>	Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	N/A	N/A	1	100%	2	40%
Number of Frontline complaints partially upheld	1	50%	0	0%	N/A	N/A	0	0%	0	0%
Number of Frontline complaints not upheld	1	50%	4	100%	N/A	N/A	0	0%	3	60%
Number of Complaints (Resolution)	0	0%	0	0%	N/A	N/A	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 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	11%	3	25%	2	25%	0	0%
Number of Investigative complaints partially upheld	6	67%	5	56%	1	8%	2	25%	3	33%
Number of Investigative complaints not upheld	3	33%	3	33%	8	67%	4	50%	6	67%
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 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	1	50%	N/A	N/A	N/A	N/A	0	0%
Number of Escalated complaints partially upheld	2	100%	0	0%	N/A	N/A	N/A	N/A	1	100%
Number of Escalated complaints not upheld	0	0%	1	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	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26
Average time in working days for a full response - Frontline	12	8	N/A	6	6
Average time in working days for a full response - Investigative	38	46	36	31	29
Average time in working days for a full response - Escalated	36	33	N/A	N/A	21

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 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	50%	1	25%	N/A	N/A	0	0%	2	40%
Number of complaints closed within 20 working days - Investigative	1	11%	0	0%	1	8%	0	0%	0	0%
Number of complaints closed within 20 working days - Escalated	0	0%	0	0%	N/A	N/A	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 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	50%	0	0%	N/A	N/A	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	9	75%	2	18%	9	75%	8	100%	9	100%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003949657	Other	Upheld	Business Support Officer (Education)	School leaving traffic cones out after the end of the school day causing parking issues for residents. <b>ACTION TAKEN:</b> Apology given and cones will no longer be used by the school as part of traffic control measures.
101003956996	Other	Upheld	Business Support Officer (Education)	School leaving traffic cones out after the end of the school day causing parking issues for residents. <b>ACTION TAKEN:</b> Apology given and cones will no longer be used by the school as part of traffic control measures.
101003892677	Other	Partially	Business Support	Delay in central education department responding to complainant.

		Upheld	Officer (Education)	<b>ACTION TAKEN:</b> Apology given for delay in response from Education department and lack of explanation around Child Friendly Complaints policy.
101003896675	Bullying	Partially Upheld	Business Support Officer (Education)	Lack of support for son at school. <b>ACTION TAKEN:</b> Two of the ten areas of complaint were upheld. Not enough support was given to pupil when jacket was claimed to have been stolen – upheld. Delay in school contacting parent when son was absent from school – upheld. Apology given for both areas of the complaint and staff advised to follow correct procedures.
101003899724	Other	Partially Upheld	Business Support Officer (Education)	Safeguarding concerns for son at school. <b>ACTION TAKEN:</b> One of the eleven areas of complaint were upheld. Apology given for delay in school providing Chil Planning meeting minutes, these will be sent out as agreed at meetings.
101003929166	Other	Partially Upheld	Business Support Officer (Education)	Handling over the placing request of children between schools. <b>ACTION TAKEN:</b> One of the six areas of complaint were upheld. Apology given for the Children and Families team not returning calls, this has been resolved and calls will be returned in a timely manner.