

Complaints Monitoring Report Education

Quarter 2 2026/27 – 1 July to 30 September 2026

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27
Total number of complaints received	16	12	16	18	19
Total number of complaints closed	12	9	15	16	10
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 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	1	11%	5	33%	3	23%	2	20%
Number of complaints closed - Investigative	12	100%	8	89%	9	60%	13	77%	6	60%
Number of complaints closed - Escalated	0	0%	0	0%	1	7%	0	0%	2	20%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	N/A	1	100%	2	40%	2	67%	1	50%
Number of Frontline complaints partially upheld	N/A	N/A	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	N/A	N/A	0	0%	3	60%	1	33%	1	50%
Number of Complaints (Resolution)	N/A	N/A	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 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	3	25%	2	25%	0	0%	1	8%	0	0%
Number of Investigative complaints partially upheld	1	8%	2	25%	3	33%	6	46%	5	83%
Number of Investigative complaints not upheld	8	67%	4	50%	6	67%	6	46%	1	17%
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	Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	0	0%
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	2	100%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	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	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27
Average time in working days for a full response - Frontline	N/A	6	6	12	7
Average time in working days for a full response - Investigative	36	31	29	33	40
Average time in working days for a full response - Escalated	N/A	N/A	21	N/A	31

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 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	0	0%	2	40%	0	0%	1	50%
Number of complaints closed within 20 working days - Investigative	1	8%	0	0%	0	0%	0	0%	1	17%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	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	Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	0	0%	0	0%	1	22%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	9	75%	8	100%	9	100%	12	92%	4	80%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101004004548	Other	Partially Upheld	Business Support Officer (Education)	<p>Disclosure of data without appropriate consent.</p> <p>ACTION TAKEN: Two of the five areas of the complaint were upheld. Acknowledged that school should not have shared complainant's child's work with other pupils without their consent – apology given and staff reminded permission must be sought. An email from complainant was printed off, this should not have been done as email held sensitive information – apology given and reminder given to staff.</p>
101004016556	Other	Partially Upheld	Business Support Officer (Education)	<p>Comments made by school staff at meeting</p> <p>ACTION TAKEN: Apology given from school for comments made at meeting which were interpreted as parents failing of pupils' education. Reassurance</p>

				given that this was not intentional.
101004017238	Other	Partially Upheld	Business Support Officer (Education)	<p>Concerns around exclusion process.</p> <p>ACTION TAKEN: Two of the nine areas of the complaint were upheld. Acknowledged that ASN exclusion policy was not correctly followed, apology provided and reminder of policy given to staff.</p>
101004041442	Other	Partially Upheld	Business Support Officer (Education)	<p>Concerns regard school transport arrangement for pupils.</p> <p>ACTION TAKEN: Aspects of the complaint were upheld due to transport arrangements not being explicitly clear. Apology given and education reviewing wording of policy of transporting children to school events. Apology also given for delays in responding to initial complaint, process on Lagan being reviewed for logging complaints.</p>
101004056258	Other	Partially Upheld	Business Support Officer (Education)	<p>Complaint on how bullying incident was handled by school.</p> <p>ACTION TAKEN: Aspects of the complaint were upheld regards the dealing of a bullying incident. Acknowledged that generic email around incident should not have been sent and a full investigation of incident should have taken place first. Apology given and blanket emails are not to be sent out in future.</p>
101004056421	Process / Procedure	Upheld	Business Support Officer (Education)	<p>Pupil not permitted to attend school trip.</p> <p>ACTION TAKEN: Acknowledged school should have been able to accommodate pupil on school trip. Apology given and school to be more thorough in their risk assessment to cover all eventualities.</p>