Complaints Monitoring Report
People, Change & Community Strategy

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

* Q3 & 4 2025/26 and Q1 & Q2 2026/27 figures are reflective of the new service structure; complaints prior to this period were recorded within the Education Resources & Communities service

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	2	3	1	3	0
Total number of complaints closed	3	2	0	3	1
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										
	Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
NUMBER AND PERCENTAGE CLOSED	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	33%	2	100%	0	0%	1	33%	1	100%
Number of complaints closed - Investigative	2	67%	0	0%	0	0%	1	33%	0	0%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	1	33%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
FRONTLINE	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	N/A	N/A	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	1	50%	N/A	N/A	0	0%	0	0%
Number of Frontline complaints not upheld	1	100%	1	50%	N/A	N/A	0	0%	0	0%
Number of Frontline complaints (Resolution)	0	0%	0	0%	N/A	N/A	1	100%	1	100%

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	0	0%	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Investigative complaints partially upheld	1	50%	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Investigative complaints not upheld	1	50%	N/A	N/A	N/A	N/A	1	100%	N/A	N/A
Number of Investigative complaints (Resolution)	0	0%	N/A	N/A	N/A	N/A	0	0%	N/A	N/A

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	N/A	N/A	0	0%	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	1	100%	N/A	N/A
Number of Escalated complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A

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	13	8	N/A	16	13
Average time in working days for a full response - Investigative	31	N/A	N/A	20	N/A
Average time in working days for a full response - Escalated	N/A	N/A	N/A	32	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 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	0	0%	1	50%	N/A	N/A	0	0%	0	100%
Number of complaints closed within 20 working days - Investigative	1	50%	N/A	N/A	N/A	N/A	1	100%	N/A	N/A
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	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 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	0	0%	1	50%	N/A	N/A	0	0%	1	100%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	N/A	N/A	N/A	N/A	1	50%	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	**Type of Complaint**	**Outcome**	**Responsible Officer**	**Action taken**
No upheld or Partially Upheld complaints to report				