

Complaints Monitoring Report Education

Quarter 1 2026/27 – 1 April to 30 June 2026

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27
Total number of complaints received	12	16	12	16	18
Total number of complaints closed	15	12	9	15	16
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	Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	27%	0	0%	1	11%	5	33%	3	23%
Number of complaints closed - Investigative	9	60%	12	100%	8	89%	9	60%	13	77%
Number of complaints closed - Escalated	2	13%	0	0%	0	0%	1	7%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	N/A	N/A	1	100%	2	40%	2	67%
Number of Frontline complaints partially upheld	0	0%	N/A	N/A	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	4	100%	N/A	N/A	0	0%	3	60%	1	33%
Number of Complaints (Resolution)	0	0%	N/A	N/A	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	Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	11%	3	25%	2	25%	0	0%	1	8%
Number of Investigative complaints partially upheld	5	56%	1	8%	2	25%	3	33%	6	46%
Number of Investigative complaints not upheld	3	33%	8	67%	4	50%	6	67%	6	46%
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	Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	50%	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Escalated complaints partially upheld	0	0%	N/A	N/A	N/A	N/A	1	100%	N/A	N/A
Number of Escalated complaints not upheld	1	50%	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Complaints (Resolution)	0	0%	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	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27
Average time in working days for a full response - Frontline	8	N/A	6	6	12
Average time in working days for a full response - Investigative	46	36	31	29	33
Average time in working days for a full response - Escalated	33	N/A	N/A	21	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	Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	25%	N/A	N/A	0	0%	2	40%	0	0%
Number of complaints closed within 20 working days - Investigative	0	0%	1	8%	0	0%	0	0%	0	0%
Number of complaints closed within 20 working days - Escalated	0	0%	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	Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	N/A	N/A	0	0%	0	0%	1	22%
Number of complaints with an extension – Investigative or Escalated Investigative	2	18%	9	75%	8	100%	9	100%	12	92%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003996630	Other	Upheld	Business Support Officer (Education)	Complaint around seeking permission from parent. ACTION TAKEN: Acknowledged that school did not need to seek permission from parent regards information sharing, apology given and details updated.
101004011493	Complaint Against Staff	Upheld	Business Support Officer (Education)	Complaint about wording used regards incident. ACTION TAKEN: Acknowledged that teacher should not have advised that the comment was racially motivated if not recorded as a racial incident. Apology given and reminder given to teacher on discussing incidents.
101003859803	Complaint Against Staff	Upheld	Complaints Officer	Complaint against staff. ACTION TAKEN: All aspects of complaint upheld and apology given. School

				to review related areas of complaint.
101003953726	Other	Partially Upheld	Business Support Officer (Education)	Failure of school to follow exclusion policy. ACTION TAKEN: One of the ten areas of complaint was upheld. Acknowledged that exclusion letter was not explicit enough regards exclusion reason. Apology given and exclusion letter revised.
101003959505	Other	Partially Upheld	Business Support Officer (Education)	Complaint regards treatment of son at school. ACTION TAKEN: Two of the three areas of complaint were upheld. Acknowledged teacher should not have taken photo in class, apology given and reminder given around taking photographs. School unable to evidence that all emails from complainant had been responded to, apology given and procedures revised.
101003981369	Complaint Against Staff	Partially Upheld	Business Support Officer (Education)	Concern regards decision to change lunchtime procedures. ACTION TAKEN: Acknowledged that decision to change lunchtime procedures had not been agreed by Headteacher, apology given.
101003984589	Process / Procedure	Partially Upheld	Business Support Officer (Education)	Changes to school transport for complainants children. ACTION TAKEN: Acknowledged the failure to follow normal procedures and discuss changes to transport with parents as part of the Child's Planning process. Apology given and temporary transport in place before full discussions and planning will take place before new transport is implemented.
101003989110	Other	Partially Upheld	Business Support Officer (Education)	Concerns sons needs not being met. ACTION TAKEN: One of the four areas of complaint upheld. Acknowledgement and apology given for deletion of correspondence with Health Services and possible delay in diagnosis. School email process reviewed and changed.
101003998974	Other	Partially Upheld	Business Support Officer (Education)	Complaint that parent not receiving school communications ACTION TAKEN: Acknowledgement and apology given for complainant not receiving parents evening invite. School to ensure all reports are emailed to parent.