

## Complaints Monitoring Report Education

Quarter 1 2021/22 – 1 April – 30 June 2021

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22
Total number of complaints received	4	8	9	5	20
Total number of complaints closed	5	5	10	2	20
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>	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	1	20%	6	60%	1	50%	6	30%
Number of complaints closed - Investigative	5	100%	4	80%	3	30%	1	50%	14	70%
Number of complaints closed - Escalated	0	0%	0	0%	1	10%	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>	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	N/A	1	100%	3	50%	1	100%	1	20%
Number of Frontline complaints partially upheld	N/A	N/A	0	0%	1	16.7%	0	0%	0	0%
Number of Frontline complaints not upheld	N/A	N/A	0	0%	2	33.3%	0	0%	1	20%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	60%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	40%	1	25%	0	0%	0	0%	2	14%
Number of Investigative complaints partially upheld	0	0%	2	50%	0	0%	1	100%	0	0%
Number of Investigative complaints not upheld	3	60%	1	25%	3	100%	0	0%	11	79%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	7%

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22
Average time in working days for a full response - Frontline	N/A	6	6	1	6
Average time in working days for a full response - Investigative	28	19	18	30	16
Average time in working days for a full response - Escalated	N/A	N/A	17	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	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	0	0%	3	50%	1	100%	3	50%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	3	75%	2	66.7%	0	0%	1	93%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	1	100%	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	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	0	0%	1	16.7%	0	0%	2	33%
Number of complaints with an extension – Investigative or Escalated Investigative	3	60%	1	25%	1	33.3%	1	100%	1	7%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002785062	Process/Procedure	Upheld	Complaints Officer	School to take action to make sure he receives the same communication as other parents and carers
101002753402	Complaint Against Staff	Upheld	Complaints Officer	Staff member given advice on data sharing.

101002817946	Bullying	Upheld	Quality Improvement Officer	<ul style="list-style-type: none"><li>• Refresher training on confidentiality through the Child Protection update to all staff in August 2021 as part of annual updates for all school staff.</li><li>• Refresher training for all staff on policies and procedures to be followed in the interests of safety and wellbeing.</li><li>• Training for all staff in the use of SEEMiS, (the school database) for recording pastoral notes which form an ongoing electronic chronology.</li></ul>
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